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| **Prashant Sarda - Senior Agile Analyst & Quality Assurance Professional****|Tel : +91- 7558255765| Email** **: psarda559@gmail.com** **| Location : Pune , I India|** |
|  **SUMMARY**  |

* ***Subject Matter Expert & Senior QA*** with ***9+ years*** expertise in ***Product & Service based*** organizations & extensive working experience at Onsite for Countries - ***Vodafone*** - ***Newbury (UK), Ooredoo - Doha (Qatar), Etisalat - Dubai(UAE)***
* Global Telecom Leader with expertise in ***CRM testing applications and MS Dynamics 365 CRM Online***
* ***Automation Testing*** *using* ***Selenium*** *and* ***Java*** *as programming language*
* ***MS Dynamics CRM testing for Multichoice for there OTT Platform*** *covering flows like subscription, success criteria*
* Expert in ***Testing methodologies***, tools and processes contributing to the design and rollout of cutting-edge software applications.
* Profound knowledge in ***Telecom OSS & BSS Domain*** related to operation and Billing support systems

# Hands on experience in Manual, System, SIT, UAT, Cross-Browser, Ad-Hoc, Regression, Functional, Web-based, API, Siebel CRM, Oracle CRM, Automation, Microsoft Dynamics 365 CRM, CBCM, Sanity & Smoke testing

* Implement ***best practices and optimized solutions****,* helping team in ***identifying critical bugs*** and issues***.***
* Comprehensive knowledge of ***Quality Assurance Planning,*** and product release testing cycles.
* Experience in ***API Testing* using *Postman & Soap UI* and knowledge in *JSON and XML***

# Experienced in Requirements Gathering, QA Process Management, Release Management, Product delivery, designing testing proposals, Test Planning, Risk Analysis, Effort estimations, Resource allocations, delivering on schedules, mentoring team members.

* Competent in all phases of the ***Testing life cycle*** - from test planning and estimation, test execution and defect management, to supporting UAT efforts.
* *Established* ***regular cadence of meetings*** *with* ***key client stakeholders*** *to ensure alignment of program outcomes and*

*deliverables with client’s goals*

* Accurately assesses problems and actively played the role of intermediary between the ***Business & Technology Teams***.
* *Motivated,* ***reliable*** & ***Out of the box thinker*** to drive ***exhaustive Test Scenarios*** which help in ***increased test coverage.***
* Proven experience in handling multiple projects and managing ***Onsite/Offshore model.***
* Highly recognized for ***CXO Relationship***, excellent communication, people skills, ***project management capability***, and the ability to successfully influence and drive harmony across ***cross-functional teams***.
* Proficient in doing client interaction, providing business solutions and delivering the project in ***Agile environment.***
* Excellent written, verbal articulation skills /presentation skills and ability to work ***Independently and part of big teams.***

**CORE COMPETENCIES**

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| * Telecom Domain
 | * Prepaid and Postpaid Applications
 | * OSS/BSS and E2E Testing
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| * System Integration Testing
 | * Functional & Regression Testing
 | * Campaign Management
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| * Load & Sanity Testing
 | * Defect Tracking
 | * Process Optimization and Management
 |
| * Web Based Applications
 | * Leadership & Innovation
 | * Financial & Non-Financial Institutions
 |
| * Team building& Management
 | * Stakeholder management
 | * Large scale IT Transformations
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| * Project & Program Management
 | * Quality Assurance
 | * Functional\Non-functional requirements
 |
| * Agile & Scrum methodologies
 | * User Acceptance Testing
 | * Requirement Traceability Matrix
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 EDUCATION & CERTIFICATIONS

**Bachelor of Engineering (BE) May 2012**

RTMNU *(One of prominent universities in India)* [*Maharashtra,*](https://en.wikipedia.org/wiki/Nagpur%2C_Maharashtra) *India*

***Certifications/Awards:***

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| * *Spot Recognition for Outstanding Performance*
 | * *Defect Master’ Certificate in Etisalat*
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| * *Gold Standard ACE Award*
 | * *Certificate of Appreciation’ for quarter FY-18*
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|  **TECHNICAL SKILLS**  |  |
| Technical capabilities | Windows,MySql, SQL Server |  |
| echnologies & Tools | Rational Quality Manager (RQM), Test link, JIRA, TFS, Postman, IBM –Clear Quest, IBM Jazz Team Server (RTC), Siebel CRM Application, Microsoft Dynamics 365 CRM, CBCM, Pricing Studio, Amdocs CRM, Crystal UAM, CICS,TIBCO ESB, File Zilla, Putty, Eclipse, Management Studio, Oracle CRM, IN charging system, RBM, Selenium, Comptel provisioning applications, Granite, Toad, HLR, HSS, ADM, Invigo HDM, Ericsson CPQ, EOC, EOM, eNRM, IPTV Testing  |

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| Project methodologies | Agile, Waterfall, Scrum and SDLC |

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| **PROFESSIONAL EXPERIENCE** |
|  | ***Company Name & Locations Worked*** | ***Designation / Role*** | ***Duration*** |  |
|  |  *Etisalat (Dubai, UAE)* | *Senior Quality Analyst* | *May 2021 - Present* |  |
|  | *Wolters Kluwer (Pune, India)* | *Senior Software Quality Assurance Analyst* | *Dec 2019 – May 2021* |  |
| *Nihilent (Pune, India)* | *Senior Test Analyst* | *Feb 2018 – Dec 2019* |
| *Etisalat (Dubai, UAE)* | *Test Consultant* | *July 2017- Jan 2018* |
| *Ooredoo (Doha, Qatar)* | *Senior Software Test Engineer* | *July 2016- Mar 2017* |
| *Amdocs (Pune, India)* | *Software Test Engineer* | *Jan 2015- Jan 2016* |
| *Accenture (Pune, India)* | *Software Engineering Analyst* | *May 2012- Jan 2015* |
| **KEY RESPONSIBILITIES –** |

* Understanding the project requirements, converting them into user stories, Review requirements and confer with software development team for ***specifications.***
* ***Mentoring, reviewing*** the team member's test cases and making sure to have testing standards and best practices.

# Streamlined MS Dynamics 365 CRM & handled Campaign flows, Success Criteria, Control Group-occurring, Apply and Check, Estimated Vs Actual, SMS Campaigns & Email Campaigns for OTT in Media domain

* Actively participated in all aspects of ***product testing***, including ***test plan development***, execution and delivery of well- tested solutions with short time to release.

# Leading the E2E Testing and UAT support for Huawei CPE devices/modems HG659 and HG655b, IPTV, Broadband, Fixed Voice (Landline) and Mobile testing

* ***Standardizing*** the platform and in some cases apps to deliver across multiple brands with minimal duplication of effort.
* Pivotal in creating ***Wiki pages and E2E sequence diagrams*** using Microsoft Visio
* Extensive worked on ***Siebel Application (Siebel CRM 8.0)*** testing which includes different portals - ***Call Centre, Partner Portal, Customer Portal and Order Management journeys*** for Mobile and Fixed flows
* ***Consulting*** and ***documenting*** best practices and ***code standards*** & Leveraging libraries to consistently complete product deliverables ahead of schedule or on time.
* Performs ***Manual, Functional, Regression, Web Application and Cross Browser Testing*** to verify the functionality of ***web-based applications, Enterprise applications and Mobile Applications.***
* ***Strategic leadership role*** in test design, execution and providing key project deliverables. Mentored and trained team of **10+ member** on methodologies, tools, and techniques.
* Perform analysis of business requirements to design and recommend solutions to meet the customer needs.
* Participated in ***development and design meetings*** to ensure that quality objectives are addressed at appropriate phases within the software development lifecycle.
* Organize, facilitate & lead ***showcase, retrospective, sprint planning, Defect triage sessions***
* Participated in daily ***Scrum meetings*** to update the ***daily sprint status.***
* Develop Detailed Test Cases based from requirements and **walkthroughs**

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| **Key Notable Projects: -*** *Multichoice CRM Online*
 | * *VSAAS, BESPOKE Framework, OPERS*
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| * *VOLTE, NGN, PC Factory, NGCS Access Charge and PAYMPAYG OOB Rates,*
 | * *Voice Mail, CRM Phase 2, HALA GO, PCRF, HDM Replacement, Shahry data packs, Dawli 20, HALA USSD daily data pack*
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|  **PERSONNEL DOSSIER**  |  |  |
| **DOB -** 07-12-1989 | **Nationality** - Indian | **Passport Expiry -** 05/2022 |
| **Marital Status** - Married | **Willingness to travel** – 100% | **Notice period** – 7 days |
| **LinkedIn:** <https://www.linkedin.com/in/prashant-sarda-6a405081/> | **Languages** English, Hindi |