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Location: Dubai, UAE

Employment Visa (Passport ID: T9853137)



Key Skills

ISTQB Certified Tester

Automation & Manual Testing

QTP/UFT, Selenium, Appium, JMeter

Test Automation Script development

Perl,Python,Shell Script development

Team Coordination & Leadership

Documentation & Reporting

Task Vs Resource Management

Product & Project Management



Soft Skills

Analytical

Team
Collaboration

Leader

Communicator

Problem
Solving

Time
Management

A diligent, result-oriented & accomplished professional.

Offering **12 years** of experience in

Software Testing | Mobile Testing (Android & iOS) | Telematics Device Testing | Automation | Scripting

Targeting assignments preferably in Software industry.

Closely collaborating with developers and PMO team to accomplish milestone at every **Agile stage**.



Profile Summary

- Experienced in **Manual, Automation Testing** and **Test Automation Script development** in **Protocol, Application Level** for 9+ years; **Lead QA** for over 3 years. Expert on **Functional, Non-Functional** and **Telematics Device Testing**.
- Expertise in **Managing Software Testing Lifecycle** and **Agile Methodology** involving requirement analysis, system study, designing, defect tracking, debugging, project sizing, status reporting, maintenance & documentation.
- Skillful in **providing solutions** and **managing client interaction** through product presentation, workshops, requirement gathering & solution presentation.
- Successfully **resolving customer requests/complaints** as **outsourcing support on Production environment** along with controlling documentation evidence upon the closure/completion of the product/project.



Career Growth Timeline at Dubai Technologies, Dubai

Feb'2020 to Present

- Software Product Test Engineer



Career Growth Timeline at Mobile Broadband Internet Technology (MBIT) Wireless Private Limited, India

Apr'2012 to Mar'2015 as

Software Test Engineer

Apr'2015 to Mar'2017

as Senior Software Test Engineer

Apr'2017 to Nov'2019 as

Lead QA



Test Framework Skills

Test Methodology

Manual, Automation Framework and Agile Methodology, Smoke/Sanity /Stability, Unit, Integration, System, Regression, Load/Stress, Performance, Security, Exploratory and UAT Testing

Framework

Visual Studio, QTP/UFT, Selenium, Java, Appium, Junit, TestNG, Excel-Operations and SQL Operations for validation and verification

Test Platform: Web Application, Windows Application and Mobile



IT Skills

API Testing	REST Assured API , SOAP UI and Postman
Operating System	Linux (CentOS, Ubuntu) and Windows
Bug Life Cycle	JIRA, TFS and TracTool (EgdeWall Organization)
Tracking Device	Teltonika FMC 640, C4MaxV8UAE, Ruptela-HCV5, Owasys and Galileo Sky
Performance Tool	JMeter
Test Automation Tool	Selenium WebDriver, TestNG, QTP and Appium
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Language	Basics of C, Visual C++, and Descriptive Programming
Scripting	Basics of Perl, Python, Shell, JavaScript, and Windows Batch Script
Web Technology	Basics of HTML, CSS with JavaScript, GitHub CI/CD
Protocol	TCP/UDP, IP and REST API
IOT	Big Data IOT -Cerebrum
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Test Components	MPA(Java), STFW (Visual C++) Automation FW, CMW- TM500 LTE, FileZilla, Iperf and Jperf
Test HW Platform	Telematics Device, RFID Reader, Impinj, FPGA, ASIC, Aeroflex 7100, CMW500 – Rohde Schwarz, CMWrun automation, Xilinx, LauterBach



Professional Experience - UAE

Since Feb'2020 **Dubai Technologies, Dubai**
As Software Tester



My Team Size: **8 QA, 23 Developers, 4 Products Lead**

Project **Bin Management Systems , Scheduling and Tracking**
Client **AKI (AbuDhabi), Lavajet (Al Ain), DM BMS(Dubai) , Nakheel(Dubai) and Al Ramooz(Oman)**

Role Quality Assurance (QA)
Test Platform Web & Mobile Application (Test Automation)
Test Framework Selenium WebDriver , Java, Appium, RESTAPI-SOAP API and Jmeter

Responsibilities:

- ☉ Qualified the Bin Management System which is used to conduct, install, commence a comprehensive study on the waste containers tracking and monitoring system and perform periodic maintenance of the system. Prepared Requirement Traceability Matrix as per the requirement .
- ☉ Qualified the Process of Bin Washing, Bin Maintenance and Waste Collection test scenarios.
- ☉ Derive the SQL queries for insert,updating for testing. And derive the join queries to verify the data as from source data(IOT)
- ☉ Qualified the Scheduling as per the Route optimization as per the test strategy.,

Project **DM Rasid**
Client **Dubai Municipality, Dubai**
Role Quality Assurance (QA)
Test Platform Web & Mobile Application (Test Automation)
Test Framework Selenium WebDriver-Page Object Model, Java,Appium, RESTAPI-PostMan
DB Visual Studio SQL Server

Responsibilities:

- ☉ Tested the Registration Process of company , Vehicle and third Party devices and their approval.
- ☉ Installation/Maintenance/Uninstallation of Tracking Devices for all the approved vehicles as per the Dubai Government standard for the WMS operations.,
- ☉ Payment Module tested for Tracking device Inspection
- ☉ Integration with **DM Inspection System** for getting Vehicle Live Information.,

Project	Waste Management Systems
Client	be'ah , Oman
Role	Quality Assurance (QA)
Test Platform	Web & Mobile Application (Test Automation)
Test Framework	Selenium , Java,Junit,Javascript, Appium
API	REST API-SOAP UI

Responsibilities:

- ⦿ Tested **customer level scenarios** across vendor based requirements for live scenarios.
- ⦿ Facilitated support for **in-house test** qualification and **external client team co-ordination process**
- ⦿ Tested the **Business Partner Registration, Contract ,Tariff management, Asset Management , CRM Helpdesk Management, DashBoards & Reporting, Manage Inventory & Bidding Module, Account Payable/Receivables and Booking Management**
- ⦿ Tested Web & Mobile functionality on Waste Management on-field /off-field testing
- ⦿ Identified tracking Devices and then schedule the job and finally bring up the **KPI SLA** on each jobs
- ⦿ Integration with **CRM (API Testing)**and Billing Process for Payment
- ⦿ Automated test cases, cutting manual testing time by 40%
- ⦿ Involved in automating the regression testing using **webdriver io(Javascript) and Service testing.**

Project	Smart Driving Test Systems(STS)
Client	Dubai
Role	Quality Assurance (QA)
Test Platform	Web , Mobile Application, Examiner Tablet and Bus Driver Web Application
DB	Visual Studion SQL Server
Device	In-vehicle Camera,Telematics , MDVR and ADAS
Test Framework	Selenium , Java, RESPAPI,Junit,Javascript, Appium

Responsibilities:

- ⦿ Tested below **customer level scenarios** with Application and **simulate in live before deployment**
 - Improve the road examination service by automating reading the trainee driving behavior based on Client standards and use it as a part of the exam result
 - Proposing mobile app to record the observation notes during examinations
 - Store HD video recording to all road examination to use as a reference in case of complaints and grievance.
- ⦿ To qualify **the Test planning for Students, Test Scheduling for Students , Bus Queue setup, Bus Assignment** based on number of students registered, **Student Exmination Vehicle check-in, Route Distribution** for students, Exam Vehicle Dashboard Display and finally submitting the student results
- ⦿ To verify the **road examiner process** from **Examiner perspective**

Project	RORO Systems
Client	DP World, Jebel Ali, Dubai
Role	Quality Assurance (QA)
Test Platform	Web & Mobile Application
Test Framework	Selenium , Java, RESPAPI,Junit,Javascript, Appium
DB	Visual Studion SQL Server


Responsibilities:

- ⦿ Tested below **customer level scenarios** with Application and **simulate in live before deployment**

RORO operation in General Cargo delivers cars & heavy vehicles, getting offloaded from the vessel and parked in the Yard by a team of DP World drivers. The shipping agent will share the manifest in advance to DP World. DP World planning team will use the manifest to plan the jobs that need to be conducted once the RoRo vessel arrives at the terminal.

Professional Experience - India

Since Apr'12 **Mobile Broadband Internet Technology (MBIT) Wireless Private Limited, India as Senior Software Test Engineer, Lead QA**

 **My Team Size/Shift:** **29 (20->QA+6->LT+3 Lead) Members / Rotational Shift**

Module : **Software testing for Payment Module**

This Module to verify the researching and resolving vendor payment disputes and invoice expectations. And verify the payment gateway of online and offline payment . Record the financial disptes in the forum agaisnt the company and respective amenities.

Module : **Bank Office Portal capabilities**

This module executed in Agile (Interactive) mode. This Project added Deposit Account functions on Customer website and Bank officer Portal. This functions are Deposit Account screening and Opening,Activating Debit Card,Changing PIN and ATM/Debit Card.

Module : **Bank Accept Credit Card payments**

This module made transactions for Cash Advances, payments (Service fees, and Funding) from multiple property bank applications. This Project defined new merchants for accepting credit card payment authorization, capture , settlement and reconciliation. This project added a secure interface for Business Users to access Mastercard , Visa and Amex web sites for Daily settlement reports and entering disputes.

Module : **Software testing for KYC**

This module used for knowing your Customer using application and the Background verification of the customer/client has to apply for any type of Card through the bank . This is used as critteria to decide the credit limit and other related cases.

Product: **Web/Windows Application-CM, LTE, HSP/CPE, CATM/NB-IOT Modem-Internet Chip (Silicon) Research & Development**

Project	Protocol Stack User Equipment L1 Level PHY & Software Testing
Role	QA and Script developer
Test Components	Aeroflex , R&S CMW , STFW (Visual C++) , MPA Trace Tool (Java)
Scripting	Perl, Python and Visual C++
Framework	MTT , Selenium,Java, Appium
DB	Visual Studio SQL Server

Responsibilities:

- ☛ Tested the various kinds of **downlink** and **uplink** functional scenario testcases as per LTE 3GPP Specification to be asset the software by manual and automation mode
- ☛ Conducted **log analyses**; created a **bug** reporting as per the **software bug life cycle** process
- ☛ Conducting **Load & Stress testing** to load capacity **during peak hours**; reporting bugs .
- ☛ Worked on **post process** of the output log using **Python/Perl/shell script** and deliver the pro-active report as format of Test Summary as per the Bug with requirement ID's (**Requirement Traceability Report**)

Product	Connection Manager, Application Testing , Latency and Field testing
Role	QA and Script developer
Test Components	Aeroflex , R&S CMW- TM500 LTE, STFW (Visual C++) and MPA Trace Tool
Scripting	Perl and Python
Tool	QTP/UFT

Responsibilities:

- ⦿ Performed **data throughput** for L1 Layer functionality and **derive the product asset test cases**
- ⦿ Used **Data Driven using UFT framework** and **Python** methodology to test the application with multiple sets of data
- ⦿ Develop scripts to read and **dump data into file/database/report generation sheet**
- ⦿ Chased **issues** by interacting with development team to achieve higher throughput in company's device than competitor device

As Lead QA - Profile Summary

- ⦿ Determining **requirement** from Operations (Business-PMO) / Technical Team; driving the **task** as per priority execution
- ⦿ Effectively engages with PMO and dev team at the beginning of the STLC and gathers business requirements. **Contributes to SRS sign-off according to BRD** to achieve the product qualification.,
- ⦿ Allocating & reviewing **tasks**, scheduling **new task events** to team members for every quarter; evaluating performance (**QPC**) of team members and conveying to Manager; liaising with team members to **correct deviations**.
- ⦿ Releasing QA Weekly Execution **Report** to Technical Engineer Team, following up with respective team for bug closure by before next week SW TAG
- ⦿ Driving a team to forecast the **dynamic level tasks, scripting, and regular lab/field testing**.



Courses & Certification

- ⦿ **ISTQB Certified Test Foundation Level** with **75%**. Certificate No: 19-CTFL-165932-12
- ⦿ **Microsoft Certified: Azure Administrator Associate (AZ-103)** with 767 marks. Certificate No: H274-9949
- ⦿ **Hardware & Networking** (6-month course) with 'A' grade in **IECT**
- ⦿ **Information Storage & Management** course offered under EMC² Academic Alliance
- ⦿ Completed First Planet SATORI (Skill Assessment, Training, Orientation) program for **Java**.



Education

- ⦿ **B.Tech.** (Information Technology) with **7.85 CGPA** in 2011
- ⦿ **SSLC -> 78%** (Year - 2005) and **HSC -> 81.8%** (Year - 2007)

Declaration: I consider you the most suitable guy for a job in this field in your firm. I hereby declare that the information finished above is true to the best of my knowledge.

Place: Dubai

With Regards,

VIJAYA KUMAR BALAN