

Manjari Singh
Senior Software Analyst - Accenture

Bengaluru, Karnataka - Email me on Indeed: [indeed.com/r/Manjari-Singh/fd072d33991401f0](https://www.indeed.com/r/Manjari-Singh/fd072d33991401f0)

- Test Lead with more than 6.5 years of professional experience in TELECOM domain specifically in OSS applications including Order management, Inventory Management, Service provisioning, Service Activation and Service Assurance
- An accomplished QA Lead with extensive experience in Functional Testing, Regression Testing, Unit Testing, Integration Testing, Test strategy definition, Test Plan, Test Estimation, Test Cases/Scenarios, Test Procedures, Results and documentation
- Proficient in Project management, requirements definition, software testing, SDLC, STLC, Agile, V-Model and Waterfall test methodologies
- Worked as primary liaison with Business, QA, Development teams and Vendors for major, minor and emergency releases
- Proficient in testing Web Based applications, Web Services, SOAP UI, High Speed Broadband and IPTV Testing (Modem, STBs, DSLAMs)
- Expertise in handling and coordinating defect triage meetings, project meeting with various stakeholders in onshore-offshore model
- A certified business analyst from BCS, The Chartered Institute for IT with proficiency in requirement management and project definition

WORK EXPERIENCE

Senior Software Analyst

Accenture - Bengaluru, Karnataka -

December 2017 to Present

Client Leading telecommunication and digital entertainment service provider in US operating in four segments: Business solutions, Entertainment Group, Consumer Mobility and International.

- As an Agile Test Lead responsible for analyzing, estimating and sizing the user stories which will help product owners to prioritize the story cards
- Participating in project planning and scrum meetings to understand business and technical requirements

Roles & Responsibilities

- Responsible for testing and validation of user stories, developing testing plans, and estimating project resources

Responsibilities

- Facilitate the resolution of testing roadblocks, ensure execution of QA deliverables and guiding team members on agile standards and best practices
- Responsible for conducting smoke, functional, regression testing as well as ad-hoc testing of client's B2B web application
- Creating project specific documents including system understanding documents and requirement traceability metrics

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Project 1: ASPEN - Unified Communication

- Role: Senior QA Lead
- Key Responsibilities:

Project

- o Extensively collaborated with external Vendor to understand the new B2B Portal and documented the same
- o Mentored/Trained new team members with Unified Communication concepts and functionality of the portal
- o Responsible for leading a team to deliver test results for unified communication platform
- o Lead Iteration Retrospective meetings to define problems, prioritize actions items and decide next steps

Senior Software Analyst

Accenture - Bengaluru, Karnataka -

June 2011 to November 2017

One of the leading telecommunication services and products provider in Canada providing wide range of products and services

Client

including mobile telephony, internet access, voice entertainment, video and satellite television

- As a Test Lead responsible for testing the End-to-End flow of Business Requirement

- Develop test suite, test approach, test plan and high level scenarios for the project
 - To provide Project estimates, resource commitment for functional testing
 - Working with the Project Leads to establish time tables and agree on a QA plan for the implementation
- Roles & Responsibilities
- Lead defect triage calls, business reviews and training session to help subordinates produce quality deliverables
 - Mentoring a testing team of 14 personnel through all phases of application development, ensuring that systems, products, and services meet or exceed organization/industry quality standards and end user requirements
 - Sending daily status reports to the stakeholders regarding test progress and defect updates
 - Participating in risk and mitigation planning discussing the project planning and related risks
 - Assisting/leading GO-LIVE activities for smooth code delivery in short duration
- Project 1: Service Assurance Enablement

- Role: QA Lead
- Key Responsibilities:
 - o Worked as a QA prime on multi-million CAD\$ project for assuring service quality and enabling glitch free service delivery
 - o Lead the QA team of 6 members both at onshore and offshore at different time periods
 - o As a Subject Matter expert, managed and delivered complex end to end data setup for AT, PT, UAT testing

Project 2: HDM Upgrade and firmware testing of Customer Premises Equipment (CPE)

- Role: QA Lead
- Key Responsibilities:
 - o Owned and managed the only live lab environment as Onshore lead

- o Performed network testing in established lab on DSLAMs, modems, STBs with various firmware versions
- o Extensively collaborated with the external vendors and provided support to offshore team in testing phase

Projects

Project 3: TV3- THOR Program

- Role: QA Lead
- Key Responsibilities:
 - o Worked as an Onshore QA lead for multiple agile releases during the launch of new next gen IPTV app
 - o Collaborated closely with project team to resolve the outstanding issues within strict timelines
 - o Performed Web based, Android & IOS testing for the new TV content app while collaborating with the vendor team

Project 4: Multiple HSIA projects like HSIA 250/250, Optik 150, Optik 50

- Role: QA Lead
- Key Responsibilities:
 - o Worked on requirements analysis, estimation, test planning, test approach, and defect management for the release
 - o Collaborated with developers and BSAs to daily triage the defects logged during the testing
 - o Performed database testing for one of the activation tool and automated the process using Worksoft Certify

QA

Accenture -

August 2015 to October 2016

Lead, worked on quality assurance and service enablement for multiple newly launched digital applications in live environment.

Accenture - Vancouver, BC -

2015 to 2016

EDUCATION

B.TECH. in Information Technology

Amity University - Lucknow, Uttar Pradesh

2011

Class XII

Canossa Convent Girls Inter College

2007

Class X

Canossa Convent School

2005

SKILLS

QA (7 years), TESTING (6 years), ESTIMATION (6 years), AMDOCS (Less than 1 year), BILLING (Less than 1 year)

ADDITIONAL INFORMATION

SKILLS AND COMPETENCIES

Domain and Functional Expertise Tools and Languages:

- Telecommunications and IPTV Systems • NetCracker, NetProvision, Insight (IISY), HDM (Nokia), Trouble Ticketing
- Test/QA Lead • Click Schedule, FieldLink, AMDOCS-Ordering, Billing - Product Catalog
- Project Management • IBM - TOCP, Mediaroom, MediaFirst TV3 platform (Ericsson)
- Software Testing and Defect Management • HP QC 10, JIRA, TDP, Accenture Test Estimation Tool
- Lead to Order and Order to Cash Management • Caliber RM (Requirement Gathering), Confluence, Clear Quest
- Service Provisioning and Activation • Worksoft Certify, QTP, Java, Selenium, SQL, HTML, XML
- Business Analysis (Requirement Management) • Splunk, WinSCP, SOAP UI, Kibana, Wireshark
- Automation • Proficiency in MS Office (Word, Excel, PowerPoint and Visio)