

# PREM ANAND MANOHARAN

## QUALITY ASSURANCE MANAGER

### CONTACT

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### EDUCATION

- M.Sc.(IT) from Alagappa University
- BCA from Alagappa University
- Diploma in Electrical & Electronics Engg.

### TECHNICAL SKILLS

- Adept at Salesforce, Mainframe Z/OS, AWS, Webservices & Automation.

### CERTIFICATIONS

- Certified as a Salesforce Administrator in 2017
- Finished a course on Mainframe Application Programming
- Completed a course on Advance Diploma in Computer Hardware & Networking
- Certified as a System Engineer by Microsoft in 2007

### KNOWLEDGE PURVIEW

- Gained significant knowledge in:
- Sound knowledge of the Banking & Insurance Domains
- **Cloud Application** : Sales & Service Cloud, CPQ, Quote to Cash, AWS
- **Software Application** : SDLC & STLC
- **Mainframe Applications** : Cobol, VSAM, JCL & DB2
- **Tools** : Dataloader, Workbench, File Aid, REXX
- **Webservice Applications** : SOAP, Parasoft
- **Hadoop Applications** : Hive, Oozie, HBase
- **Automation** : Jenkins, Eclipse, Git, TOSCA

### PROFILE SUMMARY

- A competent professional with 17+ years of experience in Salesforce, Mainframe, AWS and Manual Testing, currently working with Cognizant Technology Solutions., as QA Manager.
- Experience in dealing with all stages of STLC & Agile Methodologies.
- Involved in different levels of testing applications like Salesforce, Mainframe, AWS & Web Services. & Involved in various stages of STLC implementing Waterfall & Agile methodologies.
- Experience in analyzing business users to translate complex business requirements into technology solutions., Knowledge in Selenium & TOSCA Automation.
- Skilled in working on tools like Data loader, SOAP, Parasoft, AWS S3, Changeman etc. Possess excellent interpersonal and team management abilities.
- Certified in Salesforce Administration & Scrum Master.

### WORK EXPERIENCE

**Cognizant Technology Solutions** (Apr'17 - Till Date)

**Designations:** QA Manager

**Project 1:**

**Client :** Talcott Resolution

**Testing Type :** Manual & TOSCA Automation - Migration Project

**Duration :** Feb 2023 – Till Date

**Role :** QA Lead/Onsite Test Coordinator

**Project Description:**

- Talcott Financial Group has signed up for a reinsurance transaction between its subsidiary, Talcott Resolution Life Insurance Company ("Talcott Resolution") and the Guardian Insurance & Annuity Company, Inc. Migrate ~53K variable annuity contracts in accumulation phase to Vista system and ~1100 annuitized contracts in payout phase to RPS. Migrate 3 years of view only transaction history (non-Actionable) for operations to understand the sequence of activities that have happened in the past on the contracts. Unstructured data (documents, forms etc.) and other necessary information required to administer the contracts will be migrated. Migrate producer data for the above set of policies.

**Roles & Responsibilities:**

- Worked as Onsite-Offshore model and coordinating tasks between Onsite & Offshore resources.
- Interact directly with conversion workstream leads, business and stakeholders.
- Plan and lead the successful completion of data migration and conversion project.
- Capability in managing the testing projects right from requirement analysis, development of test strategies, estimation, scheduling, tracking and UAT support.
- Played a leading role in test team and actively involved in creation of test strategy, test plan including schedule, risks and mitigation and resource leveling.
- Have strong Test Management, Defect Management and Project Management skills.
- Have daily status call with offshore team to make sure the team completes the given tasks timely and properly.
- Conduct daily defect triage call with development/business team for the issues and defect closure.
- Generate test metrics and publish them to the senior management, QA managers, business and stakeholders.
- Participate in discussions and initiatives in process improvement.
- Understanding the business and data flow of the existing application, terminologies and then analysing the requirement document coming up with possible scenarios and test cases.
- Walkthrough with the clients for the test strategy, test plan and test scenarios.
- Participate in walkthrough meetings with business/development team on the new requirements or changes in the applications.
- Interact with business team for the requirements, clarifications and convey them to the offshore team.
- Excellent in client handling and ensuring full client satisfaction by understanding and meeting client expectations.
- Ability to work in tight schedule and efficient in meeting deadlines.
- Managed team size of 15+ resources including onshore and offshore.
- Checking/Reviewing the test cases and test scenarios.
- Keeping track of new requirements/change in requirements for the project.
- Escalating the issues about project requirements, build delay, environment not available.
- Communicating with Onsite Program Manager.
- Preparing the test and defect metrics, daily, weekly and monthly status reports to the stake holders
- Ensuring the timely delivery of testing milestones.
- Interaction with development team for clarification and demos and convey them to the offshore team.
- Design and execute test cases in alignment with user story acceptance criteria to ensure comprehensive test coverage.

**Project 2:**

**Client :** Dun & Bradstreet

**Testing Type :** Salesforce, Manual & Automation

**Duration :** Apr 2017 – Jan 2023

**Role :** Offshore QA Manager

**Project Description:**

- D&B unveiling the new products and integrated with Salesforce, which helps the customer to access the data without any VPN. The Salesforce customer portal provides customers the ability to track their own cases, including social networking. Salesforce users can configure their CRM application. The New products are integrated in the cloud-based

- solution with “Quote to Cash” process. It provides easy access to upload their data and manage it in your own personal environment, then integrate it back into the marketing automation and CRM platforms so they can use it in their go-to-market strategies.

**Roles & Responsibilities:**

- Managing and delivering the customer Deliverables., Developing test plan and test strategy for new implementing Product.
- Analyze business requirement documents to extract key testing objectives and prepare test scenarios accordingly.
- Design and execute test cases in alignment with user story acceptance criteria to ensure comprehensive test coverage.
- Providing walk through sessions with the Business for the Test Scenarios., Interact with product owners and Business analyst to understand the Business Requirements., Perform regression testing across various builds of the application to identify and mitigate potential issues.
- Perform efficient test case management and track defects using ADO and Jira.
- Mentor team members in understanding business requirements and testing processes, fostering a collaborative and efficient work environment.
- Serve as a Test Lead, contributing to Agile software development processes and actively participating in sprint planning, reviews, and retrospectives.
- Prepare and maintain documentation including weekly and monthly status reports, requirement traceability matrix, and defect logs to ensure clear communication and accountability within the team., Executing the Functional & Regression Test Cases in Salesforce application and validating the Results.
- Testing the products using CPQ logic., Involved in enhancing the Custom objects, Field validations, Triggers, Relationships, Workflows, Approval process, email to case, Permissions sets for Profiles & Users etc., Reports generation using SOQL queries or custom report.
- Validate the Apex Jobs and run the AR & GL feed to create the reports., Involved into E2E & Integration testing activities.
- Providing the Sign Off to all the Stake Holders when the testing is completed., Handling the Defect Triage with Dev & Business.
- Involved in Sanity and Smoke testing on the Salesforce application after the build deployment.

**Highlights:**

- Received Sapphire Award from Cognizant for receiving very good feedback from them the client in turn for their high commitment and fighting to meet their deadline.

**HTC Global Services (July'14 - Feb'16)**

**Designations:** Mainframe Test Lead

**Project 2:**

**Title :** NA Batch Migration

**Testing Type :** Mainframe Testing.

**Duration :** July 2014 – Dec 2014

**Role :** Test Lead

**Client :** Dun & Bradstreet

**Roles & Responsibilities:**

- Developing test plan and test strategy for new implementing Product., Handling the Defect Triage with Dev & Business.
- Preparing the Daily Status Report and Weekly Status Report., Developing the Test Scenarios and Test Cases and providing support to the UAT.
- Execute the jobs in both Mainframe and Hadoop environment and validating the output files.
- Prepared the REXX code to extract the records based on the conditions and prepared the JCL to trigger the jobs automatically.
- Trained 10+ resources in Mainframes., FTP the Mainframe input files to Landing Zone by using FTP JCL Program.
- Changing the settings and locations in Hadoop Properties & Directory Path to load the Input files into the HDFS.
- Seed the Customer Files and common files to HDFS from Landing Zone by using invoke Seeding Script.
- Running the pig scripts in Hadoop & Linux commands in Putty to validate O/P files in Hadoop.
- FTP the Hadoop Output files to Landing Zone by using Linux Commands., Compare both output files using checksum, diff methods in by using Unix Scripts.
- Involving into E2E & Integration testing activities., Played a stellar role in ensuring that the technical documentation and requirements are aligned to test coverage.
- Verified database interaction defects as well as conducted performance and capacity testing.
- Assigned the tasks of testing and evaluated mainframe interactions with distributed systems.

**PREVIOUS EXPERIENCE**

**IBM India Pvt. Ltd. (May'12-May'14)**

**Designations:** System Engineer

**iGATE Global Solutions Ltd. (Nov'10-May'12)**

**Designations:** Sr. System Engineer

**Wipro Technologies (Apr'07-Nov'10)**

**Designations:** Mainframe Support Analyst