Ganesh Gatla

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PROFESSIONAL SUMMARY:

IT professional with 17+ years of quality assurance project delivery experience implementing, developing, and innovating quality management systems to improve efficiency and reliability and reduce downtime. Proven record managing complex, critical, global deployments in SAP ERP, cloud, client-server, web-based, and desktop applications. Excellent communication skills with the ability to collaborate across functions and levels and build strong relationships with key stakeholders. Skilled at developing innovative, technology-driven solutions to solve business challenges.

PROFESSIONAL SKILLS:

* Experience in requirement gathering, analyzing business specifications
* Excellent capability to explore, learn and understand newer business domains and technology
* Ability to work under challenging circumstances without sacrificing quality or attention to detail
* Experience creating test artifacts like test plans, test scenarios, test cases, scripts, conducting QA reviews, and documenting QA activities.
* Monitored project performance indicators, such as budget adherence, timeline compliance, and quality standards, and take corrective actions as necessary.
* Experienced in software development life cycle (SDLC), software testing life cycle (STLC) - phases include risk analysis, planning process, test design, defect tracking, management, and test reporting.
* Experience with QA methodology, QA matrix, and QA validation to ensure the quality assurance control
* Ability to work under challenging circumstances, proven track record in managing global QA projects.
* Proven Experience in Agile, Waterfall, V, and Collaborative methodologies
* Expertise in testing web services using SOAP UI -SOAP API/REST API
* Involved in functional –HP ALM, automation-HP UFT and performance –HP load runner executions
* Implemented robust governance frameworks and documentation practices to maintain transparency, accountability, and traceability throughout the project lifecycle.
* Proven ability and Experience in consistently understanding the technology landscape and providing innovative techniques to test utilizing an engineering mindset
* Developed and documented comprehensive project plans, defining scope, objectives, deliverables, and timelines in collaboration with stakeholders
* Day to day management of testing tasks and making sure deliverables produced by the team
* Weekly status reporting and schedule and resource forecasting
* Good knowledge in analyzing requirement documents and preparing traceability matrix.
* Experience in managing testers in delivering test services like test planning, test execution, and defect management activates
* Experience in resource management, development, growth and mentoring.
* Ability to grow junior level talent, appropriately assess skill levels and provide continuous performance associated feedback
* Data integrity back-end testing of DB2, Oracle, and SQL server databases to check data integrity.
* Active Participating in the project leadership meetings to know day-to-day progress for making team decisions.
* Experience in various types of testing security test, functional test, system test, integration test, user acceptance test, ETL test, regression test, black-box test, white-box test, Verification, and Validation test
* Proven ability to collaborate with internal and external members related to testing issues
* Implemented various processes to bring together various teams distributed geographically to ensure streamlined QA effort, including additional mentoring, distribution of critical responsibilities, and availability of expertise within offshore teams
* Experience building and managing effective QA team to include onshore/offshore, managed services arrangement, and staff augmentation.
* Makes decisions within guidelines and policies that impact own team and other related teams
* Self-motivator and adapts quickly to new environments.
* Proven hands-on expertise in QA best practices, standards, processes, procedures, and management of external vendors
* Strong collaboration, communication, and management skills enable productive partnerships in business and technology

TECHNICAL SKILLS:

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| Operating Systems | Windows 10, UNIX, and Linux |
| Testing Tools | HP ALM 12.53, Spira Test 4.00, SOAP UI 4.1, HP UFT 2023, Microsoft Test Server 2003, Jira 5.1, HP Service Manager 7.00, Selenium 1.10, HP Load Runner, Tosca 2023.1 |
| Languages | C, C++, .Net, JAVA, Visual Basic |
| RDBMS | Oracle 10g, DB2, Hyperion, SQL Server 2008, SAP HANA |
| ERP | SAP ECC 6.04 SD/MM/IS-Retail/HR/FI/CO/SCM/CRM/CLM/CPM/BPC/Solution Manager |
| Reporting Tools | SAP BO 4.1(Web intelligence, Dash Boards, Design Studio and Crystal Reports) SAP BW 7.4 SAP HANA1.00, SAP BODS – Automatic V10.00, IBM Cognos BI (8.4), Data Manager, Frame Work Manager, Power Play Transformer, Report Studio, Query Studio, Analysis Studio and Metric studio, Microsoft Analysis Services, Crystal reports 9.00 |
| Web | HTML, ASP.net, Java Script, MS office front page |
| ETL | Informatica 8.1, MSIS 2005 |
| CRM | Microsoft Share point 2010, Siebel CRM V8.11, Salesforce 60.0 |

PROFESSIONAL EXPERIENCE:

Company: Hexaware Technologies

Position: Test Manager / Project Manager

Client: EY, Alpharetta, Georgia, USA

Duration: May 2016 – Present

Projects:

International SAP Mercury solution implementation across EY offices.

Project Description:

Ernst & Young is a multinational professional services firm headquartered in London. Mercury is part of EY vision 2020. Mercury is a significant, multi-year, enterprise-wide process transformation that integrated one solution for client service and business management. It supports the EY engagement management process from the opportunity to billing, including resourcing, financial management, and procurement. Mercury solution is used for 150 countries, 24 regions, 700 plus offices,230,000 global users replacing, and 1400 legacy systems.

Responsibilities:

* Make sure functionality is tested for SAP ECC/CRM/CPM/SRM/C4C (Cloud for Customer)/BW/BODS/BPC modules.
* Actively participated in functional requirement and design review meetings with value contribution.
* Reviewed requirement specifications and suggested required improvements to ensure testability of requirements and mitigate risk in application
* Reviewed and provided improvement for compliance with current standards and procedures for project business requirements documentation, testing documentation, and measurements for QA processes.
* Presented various testing tools for QA productivity and developed and maintained QA Estimation for various projects.
* Developed Project Scope planning with meticulous attention, maintained the budget, and set up the project milestones to ensure the best outcome for the project.
* Managing project status up to date in SAP solution manager
* Develops and maintains a highly skilled and performing QA team to effectively collaborate with the infrastructure and solution delivery teams to ensure high-quality changes are delivered to the production environments
* High-level test strategy with defined objectives prepared and submitted for signs off with business stakeholders
* Maintained and Improved testing team size of 15 people as onshore/offshore model
* Manages and coordinates QA team to ensure all necessary system testing is conducted and identifies areas to improve test processes and practices
* Analyzed As-Is business processes to design solutions, designed the To-Be Processes, and played an active role.
* Scheduling defect triage meetings throughout the testing life cycle. Identifying root causes of defects to help narrow the sub-system and providing inputs to the development team for quick turnaround
* Expertise in all implementation phases, including vision, planning, design, blueprint, data migration, unit testing, integration testing, user acceptance testing (UAT), end-user training, cut-over, deliver, go-live, and post-go-live and hyper care.
* Reviewing data integrity testing in between SAP modules for data accuracy
* Test coverage end to end file transfer process and file validation process in SAP business object data services
* Test validity record count and data validity through SQL Queries in HANA studio in HANA database
* Monitoring initial smoke test to ensure configuration files, logs, code does not break down the system
* Maintain and update regularly SIT and UAT test environments as per development deployments
* Test process review in day to day to maintain agreed and planned organizational compliance and test standards
* Extensive testing experience on a greenfield implementation project on S/4 HANA
* Periodically track project status and ensure that projects adhere to the proposed schedule and budget.
* Participating in project management teams regularly to ensure that upcoming projects are planned, developed, and executed new processes and procedures for the test team.
* Experience in preparing functional design documents on RICEFW (Reports (R), Interface (I), Conversion (C), Enhancements (E), Forms (F), and Workflow (W))
* Implemented and maintained automation test scripts for new functionality and upgraded existing scripts in regression suite.
* Proactively collaborates with the various infrastructure engineering teams, strategic planning, and application teams to sequence work to utilize resources optimally.
* Submitting a daily status report to Test Director about test execution status, defect status, project progress.
* Initiated and oversaw the development of well-structured, documented, and maintainable test automation scripts that support automated integration and regression testing.
* Works effectively with the shared services teams such as performance engineering and test automation to deliver well-tested changes in an effective manner
* Ensure application is tested for all test types boundary value analysis, equivalence portions, positive and negative scenarios
* Extensive Experience in web technologies, web UI, and web security testing
* Conducted extensive cross browsing testing for application compatibility with various browsers
* Experienced with testing across multiple operating systems in mobile apps
* Reviewing base-lined project artifacts such as Business requirements, Functional requirements, and High-level design documents.
* Intensively interact with the business analyst solution architects to clarify the client requirements.
* Consistently raises the level of quality and performance within the testing function.
* Demonstrable work experience on the change request like Break-fix / Enhancements / Hyper care /Emergency/ Minor Release/Major Release when required to the client.
* Conducting defect review meetings and trying to resolve as per severity within the time scheduled to deliver application
* They effectively work with the development team to ensure code deployment and test automation code synch together.
* Managed and maintained project schedules across the organization's portfolio of projects. Creating, updating, and tracking project schedules using project management software.
* Identified schedule-related risks and develop strategies to mitigate them. Proactively monitoring schedule deviations, identifying potential delays, and implementing contingency plans to keep projects on track.
* Ensured customer satisfaction by delivering projects on time and within budget. Proactively managing schedule-related risks and issues, communicating effectively with key business partners, and delivering high-quality schedule management services to support project success.
* Actively participated in agile daily standup meetings with interaction product owners, business analysts, developers, and the QA team to understand the scope of the project.
* Initiated and participated in test framework improvement process across an organization
* Conducting test review meetings and ensuring appropriate test processes are in place to mitigate risk.
* Submitted all test-related artifacts to management for test sign off
* Networked and provided end-user training and assistance in developing user documents
* Accomplished knowledge transfer sessions for client personnel for project handover
* Led the end-to-end implementation of SAP Fiori apps for EY’s Mercury solution, a significant multi-year enterprise-wide process transformation.
* Ensured seamless integration with SAP ECC/CRM/CPM/SRM/C4C/BW/BODS/BPC modules, enhancing user experience and operational efficiency.

Environment: Windows 10, HP ALM 12.53, MS Office 2013, SAP ECC/CRM/SCM/BW/BODS/BPC/Mobile Fiori/Sol Man, UFT 12.53, Selenium Web driver, Load runner, Share point

PREVIOUS WORK EXPERIENCE:

* Worked as a QA Lead at Plan IT Test Management Solutions, Sydney, Australia, from Jun 2015 to Apr 2016.
* Worked as a Senior QA Analyst at Harvey Norman, Sydney, Australia, from May 2012 to Jun 2015.
* Worked as QA Analyst at DEEWR (Australian Federal Government department), Sydney, Australia, Nov 2009 to May 2012

Education:

* 2000 – 2002: Master of Information Systems, Australian Catholic University, Sydney, Australia
* 1997 – 1999: PG Diploma in Business Management, (Marketing and Systems) Kranthi P.G College, India
* 1994 – 1997: Bachelor of Science (Maths, Physics, and Chemistry), Osmania University, India

Certifications:

* SAP Certified Associate SAP Activate Project Manager, Walldorf, Germany, Oct 2019
* Prince 2 Practitioner Certificate in Project Management, EXIN, Oct 2017
* ISTQB Advanced Test Manager Certificate, ISQI, Germany, Feb 2017
* Certified Agile Essentials, ISQI, Germany, June 2015
* SAP MM Certified, SAP, Walldorf, Germany, Jan 2015
* SAP SD Certified, SAP, Walldorf, Germany, June 2014
* ITIL Foundation certificate in IT Service Management, CSME, USA, Sept 2012
* Certificate on ISO 9000:2000 standards, SAI Global, QAS, Australia, May 2012