

# Sriraj Alasyam

Senior Pega Test Lead/ Analyst ★ PEGA | BPM | CRM | ECM

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## Summary

I am a highly organized, customer and quality focused Software Test Engineer and Analyst with over 12 years of experience in Software Testing with best quality engineering practices.

11 Years of practice in agile methodologies including Scrum, Kanban, Lean, Hybrid models.

Experience leading small to medium size teams, strong team member, highly capable to work as an individual contributor.

Strong understanding of SDLC, end-to-end implementation of IT solutions.

Diverse experience in testing applications developed on variety of technology stacks including:

- Web (HTML, CSS, JS)
- Mobile Apps (iOS, Android, Hybrid)
- Web Services (SOAP, REST)
- Client/Server (Win, UNIX)
- Desktop applications (Win, ActiveX, VC++, .NET)

## Skilled at

- ◆ Test Management
- ◆ Delivering Test artefacts
- ◆ Applying varieties of Test Techniques
- ◆ Ensuring great quality by finding quality defects, documenting detailed defect reports and focused defect tracking
- ◆ Providing deep insights
- ◆ Collaborating with developers, SMEs, sharing knowledge across teams
- ◆ Helping my teams with useful templates, assisting with documentation
- ◆ Being resourceful to colleagues, management, stakeholders with up to the minute project related information

Delivered high quality enterprise products and solutions which are heavily relied on by big scale enterprises including Australian Government Departments, BFSI majors, regulatory Government departments and Healthcare industries globally.

Hands-on experience with UNIX, Windows operating environments.

Domain expertise in:

- ✪ Business Process Management (BPM) - PEGA, OpenText stack (Case Management, Workflow and Business Process Management solutions)
- ✪ Enterprise Information Management (EIM) Content Management Systems (CMS) Enterprise Content Management (ECM), Web Content Management (WCM), Electronic Document and Records Management

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## Experience

**Senior Pega Test Lead at Rabobank**

August 2017 - Present

PEGA Test Lead for new digital initiatives

**Test Consultant at Information Technology Services, S.A.**

October 2016 - July 2017 (10 months)

- End-to-end Functional Testing
- Test Management, coaching and supporting associates
- Test Design, Reviews, Test Execution, Test Reporting, effective defect management
- Producing sufficient Test Artefacts
- Applying varieties of Black box, Exploratory Test Techniques as needed
- Domain knowledge in ECM space - Content Management Systems (CMS), CRM, BPM, Records and Document Management systems
- Various Document Management Lifecycle technologies from Capture to Archive Solutions
- Helping teams with 'quality assistance' thinking
- Assisting Stakeholders, Business Users and associated Teams
- Continuous learning

**QA Manager at Incessant Technologies**

June 2015 - September 2016 (1 year 4 months)

Incessant Technologies, an NIIT Technologies company, helps global organizations realize their Digital Integration goals through the agile delivery of enterprise iBPM solutions. Incessant's BPM Practice has unmatched certification levels in the industry, thereby providing highly experienced teams on customer engagements. With over 200 successful BPM implementations and a proprietary software delivery methodology, Incessant delivers significant value to customers.

Our proposition “Orchestrating the Digital Enterprise” is at the heart of everything we do, with rich expertise in the disciplines of CRM, Case Management, API Management, Middleware, we help organizations transform their IT development as an innovation driven strategic asset.

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Engaging Customers through various stages of SDLC

Stakeholder management

Assisting Pre-sales team

Successful delivery of QA services to our clients

Delivered various internal successful projects

Active participation in organizational trainings

### Senior Test Lead at Transport for NSW

June 2015 - April 2016 (11 months)

The Transport Management Centre (TMC), a division of Transport for NSW, monitors and manages the NSW State road network 24 hours a day, seven days a week, 365 days a year.

During morning and afternoon peak travel times, major events and unplanned incidents, the TMC also monitors and coordinates Sydney’s public transport operations across trains, buses ferries and light rail.

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★ NSW Roads and Maritime Services (RMS) is the principal sponsor for this project.

⇒ Senior Test Lead for PEGA Fault Management System (FMS), a Garner award winning project.

I was the only QA in team with end-to-end QA ownership including User Acceptance Testing.

Developed on powerful PEGA Platform (Ver. 7.1) in Agile methodology (Scrum framework).

Helped Business Analysts, Developers with functional ramp up.

Liaised with Business Users, third party RMS Service Providers to understand/ troubleshoot their pain points and helping in development of better application.

Actively participated in elaboration/ requirement gathering sessions with Project Stakeholders, providing insights and useful workarounds.

Authored Test Plan, Test Cases, helped developers with process flow design documents.

Test Execution, Defect Management, Test Management.

User Acceptance Testing - with great support from Project Sponsor, conducted UAT User workshops, Authored UAT Test Plan, UAT Test Cases, Defect Triage with clear communication.

Generated Test Summary Report for Project signoff.

Generated technical artefacts in close collaboration with developers for helping Business Users, Service Providers, Production Support teams in later stages of project life cycle.

Helped Project Sponsor, Business Users in understanding technical implementation and bridging the knowledge gap.

Improved development process, built confidence about application among all Business Users, Service Providers while improving overall quality greatly with every version release.

### **Test Manager at Roche**

**January 2015 - May 2015 (5 months)**

Roche Products Pty Limited (Australia) is part of the International F. Hoffmann-La Roche Group that was founded in 1896 in Basel, Switzerland.

Roche is ranked #3 among Top Global pharma brands.

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As a Test Consultant, provided thought leadership and implemented testing best practices for Roche Third Party Services (TPS) project.

Developed on powerful PEGA Platform (Ver. 7.1) in Agile methodology (Scrum framework).

Delivered Test Plan, Test Strategy for Pega platform roll-out.

Test Management - Facilitated day-to-day testing effort, tracking progress and reporting activities.

Test Case Authoring, Test Case review, Test Execution, Defect Management.

System Testing, System Integration Testing.

Integration Testing with MS Dynamics CRM, Single Sign-on

Facilitated User Acceptance Testing (UAT) in close collaboration with Project Manager - Designed UAT theme, UAT Test Case creation, UAT workshops with identified UAT users, Defect Triage during UAT.

Made use of alternatives in absence of commercial defect tracking tool with minimal impact on project schedule.

Leading offshore team of QA, Developers.

Stakeholder management.

Demonstrating application to Project stakeholders, Business Owners, APAC IT leadership at various stages of development.

With team hard work, we were able to deliver quality output as per schedule by overcoming onshore, offshore model challenges.

### **Test Consultant at Incessant Technologies**

January 2015 - May 2015 (5 months)

Responsibilities:

- Delivering PEGA BPM platform rollout to Roche Products
- Test Management, from inception through pre-production rollout
- On-site, off-site coordination
- Exceptional test artefacts delivery (Test Plan, Test Strategy, effective Test case management, Test Reports)
- Test case design, review, Test execution, rigorous defect management
- UAT management - Workshops, UAT design, Coordinating across Business Units, Defect Triage.

### **Lead Software Engineer at OpenText**

June 2012 - June 2014 (2 years 1 month)

OpenText (NASDAQ: OTEX) is the leader in Enterprise Information Management (EIM); annual revenue close to \$2 Billion and 8,600 employees.

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⇒ QA Lead for OpenText IDM (Integrated Document Management) Product Portfolio covering a wide range legacy and modern technologies such C, C#, CORBA, .NET, J2EE, JSP/ HTML, WebServices, integration with various 3rd party products.

I led QA in an amazing engineering team for IDM portfolio comprising various products for managing end to end in Document Life Cycle:

- » Capture Solutions
- » Document Processing
- » Record and Document Management
- » Business Process Management
- » Archiving
- » Disposition.

Delivered numerous product releases and service packs in difficult release schedules with high quality.

### Web Services Testing

Built and maintained complex Developer and QA configurations on various platforms with wide mix of Application Servers, Databases.

☆ Quality and Usability conscious: Helped developers in achieving better usability through time-to-time feedback on mock ups, providing detailed Acceptance Criteria, giving early reviews for developed software.

Trained and mentored team members towards successful career path through ramp-up, effective task delegation, constant support.

Assisted Product Owners with Product Backlog prioritization, Project Managers on resource management.

Liaised with Business Owners, Customer Support teams on challenging customer issues to meet demanding SLAs.

Supported Sales teams through various Product Enablement sessions.

Kept product software platforms up to date to reflect changing market trends.

Housekeeping team artifacts, hardware, software assets, taking technical documentation efforts for various releases.

Voluntary participation in testing OpenText's Tempo Platform (Vignette Collaboration, Tempo Social, Tempo Note, Tempo Box), OpenText Web Experience Management, and OpenText Portal (formerly Vignette Portal).

### Advanced Software Engineer at OpenText

August 2009 - June 2012 (2 years 11 months)

⇒ Senior QA for OpenText IDM (Integrated Document Management) Product portfolio.

Designed User Story Acceptance Criteria, Definition of Done

Developed Test Plans

Authored robust Test Cases

Test Execution with defect logging

Test Reporting

Defect Pattern Analysis

Tested Web, Client/ Server based applications that run on UNIX, Windows operating systems including:

- Stand alone Query by Example (QBE) model search functionality
- Applications embedded with leading viewer technologies such as DjVu, Oracle Outside In (to display a wide range of documents and image types
- Windows Explorer integration
- Integration with MS Office applications

Demonstrated various types of testing including:

- Feature/ functional Testing
- Regression Testing
- Retesting
- Integration Testing
- System Testing
- Usability testing
- Exploratory testing

Experience in delivering purpose built Healthcare vertical solutions with integration to EPIC, Cerner ERMs using HL7 Protocol.

Software Installation, Configuration building in complex multi-tiered Operating Environments including Virtualization technologies.

Hands on experience with enterprise application integrations with OpenText Content Server (LiveLink), OpenText Archive Server, OpenText EveryWhere, OpenText Tempo platforms

### Software Engineer - QA at Virtusa

April 2006 - August 2009 (3 years 5 months)

Virtusa: Founded in 1996, Virtusa (NASDAQ: VRTU) is a global information technology services company providing consulting, technology and outsourcing services; annual revenue \$500 million and 10,000 employees.

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⇒ Started as QA Intern and in three months time promoted as Software Engineer-QA

Played role of an SME for:

- OpenText Records and Documents Server, Vignette Edition (VRD)
- OpenText Case Manager, Vignette Edition (VRD Case Manager)

Provided deep insights about product features while actively performing day to day Testing efforts.

Test Case Designing, Test Execution, Defect Tracking, Retesting.

Applied various types of testing techniques such as Smoke/ Sanity Testing, ad hoc, Exploratory Testing, Blitz Testing along with Regression Testing to ensure quality.

Built Windows, UNIX Development/ QA environments on virtualization technologies e.g. Citrix XenApp, VMWare Workstation.

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## Education

Osmania University

Master's Degree, Master of Science - Information Systems, 2002 - 2004

Osmania University

Bachelor's Degree, Bachelor of Computer Applications, 1999 - 2002

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[Contact Sriraj on LinkedIn](#)