



ASHISH KUMAR

Email: ashish5social@gmail.com / **Contact:** (+91) 7032637382 / **LinkedIn:** [Profile](#)

Objective

Work as a Software Professional in a fast-paced Information Technology company where I can add value for visible customer success by leveraging my skills in software development, debugging, customization, test automation and in-depth understanding of customer issues.

Professional Summary

- 12+ Years of overall experience in Software development and QA/Automation.
- Working for 2+ years in Combined Engineering Model at Microsoft (Equivalent to DevOps) – developing new features, fixing feature issues, Test Automation, Creation of Continuous Integration / Continuous Delivery pipelines using VSTS for Dynamics 365 Sales and Office Integration features and supporting live production issues (ICMs).
- Have excellent Test automation and test enumeration skill, End-to-End Quality management for enterprise grade products.

Skills

- Web Application development (Html/CSS/JavaScript/C#/SQL)
- Debugging proficiency (Kusto, Telemetry, Remote debugging, Postman, Fiddler)
- API and UI Test automation (REST, Selenium, Java, TestNG, Maven, Jenkins, Shell script)
- Passionate for customer success.
- Strong functional understanding of CRM.
- Worked with Scrum and DevOps process.

Work History

Duration: July 2016 – Current

Company:  Microsoft, Hyderabad

Designation: Software Engineer – II

Project 1: Office integration (Word/Excel) in Dynamics 365

Dynamics 365 has tight integration with Microsoft Office365 Products like Word and Excel, which is heavily used by customers. Customer can Create a Word or Excel template for any entity once, with required charts/formula, required placeholders including its own data as well as related data from other entities. Later this can be used for one or more records to quickly export to word or excel documents. Customer can also view the records in Excel online (In Browser), Add/Modify/Delete the records and upon save the changes will be imported back to CRM.

Roles and Responsibilities

- Worked as primary On-Call support for Live Incidents (ICMs) for 6 months for Dynamics 365 - Office integration feature. Resolved 50+ incidents within stringent SLA timelines, by working closely with Customer support and customer.
- For any customer issue, starting point is the Azure KUSTO logs (Big Data server, optimized for complex search using Kusto Query, which processes TBs of log data every month and used by all Microsoft products). Debugging using telemetry logged during the time when issue occurred in customer environment and try to resolve the same. If telemetry did not provide the actionable info, then repro the same locally, provide any acceptable work around ASAP and then fix the bug, work closely with release management so that customer can get the fix in coming weekly release.
- Wrote unit tests (using NUnit and MOQ framework), Automated integration tests (Using Selenium).
- Worked on gaps in telemetry (Logging the events to common COSMOS Big Data server, which is used for Analytics of customer usage pattern, finding the issues upfront)
- Worked on new feature development
 - Word template with Self-referential 1:N/N:1 relationship.
 - Dynamic/Pivot excel refresh for few European languages (Which uses comma (,) as decimal separator).
 - SharePoint document retrieval inside word template.
 - Format loss issues in Exported dynamic excel on refresh.
 - Issue of document template in devices (Android/IOS Mobile application).

Technology/Tools used: TypeScript/JavaScript, Html, CSS, C#, Ribbon customization, OData/REST APIs for Dynamics 365, Common Data Service (CDS, previously called XRM), Solutioning framework in Dynamics 365. Outlook client plugin for Dynamics 365.

Project 2: Sales Lite (SMB Sales)

Sales Lite is a trimmed version of Enterprise Sales with lots of simplification, like automatic SharePoint configuration, auto Exchange online configuration, auto Skype for business configuration, Simplified product management, new unified client interface, simplified customization experience with new Process designer, Theme designer, View designer, Form designer and Office integration (Document templates, Export to Excel).

Roles and Responsibilities

Lead Sales Lite product release (Test and automation effort) – 1 year project with team size of 7 members. As a technical lead I performed below:

- Collaborate with 6 different Dev teams (40+ Devs), Join their scrum meetings and bringing out QA team's priority ask from Dev teams so that, QA team can be unblocked.
- Update higher management, PM, Release managers in weekly status meeting – to update them with current status, number of issues and their priorities (and explain why that priority), any risk to the release and risk mitigation plan.
- My team had raised 2000+ bugs in 1 year for this project and were highly appreciated by Dev/PM/RMs.
- Making sure that bugs are raised with proper actionable info with detailed logs, screenshots, videos and if there is any further ask on the bug, the same is provided quickly.
- I was single point of contact (SPOC) for anything related to QA for SMB Sales.
- Listen to team for their issues for their daily test/automation activities and helping them resolve the issues, and if required get help from others, or escalate the issue in right forum.

- Accommodate team member's leave plans so that deliverables are not impacted. Keep the team motivated and focused.

Technology/Tools used: C#, JavaScript, Visual Studio, Selenium Web driver, VSTS Continuous integration, PowerShell script.

Project 3: Parallel activities

- Worked with Dynamics 365 Customers/Partners helping them in customizing Dynamics 365, extending the features using SDK and writing custom Plugins.
- Setting up CI/CD using VSTS, performing manual test signoffs, Fixing bugs in UI (JavaScript/CSS) or in Application layer (C#, SQL) for Dynamics 365 Sales.
- Accessibility SME (Subject Matter Expert) – help and guide team for Accessibility requirement (Microsoft Accessibility Standard), Signoff other team's feature for Accessibility horizontal. Certified for Web Accessibility from Deque university and Department of Homeland Security (DHS).
- Working with Documentation team to write/update feature documentation and release documents.

Duration: Apr 2014 - June 2016

Company:  Microsoft, Hyderabad

Designation: Software Development Engineer in Test – II

Project 1: Enterprise Sales

Dynamics 365 comes with 3 modules by default namely Sales, Service and Marketing. I used to Own up end to end testing for Enterprise Sales. Sales has the workflow starting from Lead generation using some activities or marketing campaign, then convert to Opportunity, managing products, pricelists, discount lists, converting Opportunity to Quote, then order and finally Invoice. This also has Goal, Competitor and territory management.

Roles and Responsibilities

I used to lead the QA and automation effort for this project. I used to work with 6-member team. I was part of Partner Connection program, where we used to interact with Partner on bi-weekly basis to understand their pain points, their customization and help them. Also find the gaps in testing coverage and include customer scenarios in our QA process.

Dynamics CRM supports different browsers (IE, Chrome, Firefox, Safari), Different devices (Browser and Mobile client Application Dynamics 365 for Phone, Dynamics 365 for tablet for Android, IOS and Windows platform). Apart from this, Dynamics 365 has an outlook client, which is also supported. Dynamics 365 supports 44 languages, including RTL languages (Arabic, Hebrew), Double byte languages (Like Chinese, Japanese etc.). Test had to be done in very complex set of configurations and prioritizing them, so that all possible options are covered for testing was a challenging task, which I handled with diligence and project was released in time with excellent quality.

Project 2: Mobile Offline

Many a times, Field engineers who uses Dynamics 365 for Mobile (or Tablet) may not have connectivity to CRM server, but still they can use the application seamlessly. The transactions done during offline period gets stored in local SQLite database (Which has the minimal schema as per configuration done in CRM, and frequently used by the field engineer role, and initial database gets downloaded when user logs in for the first time to the App).

Once user reconnects to internet, all the offline transactions gets replayed back to CRM. If there are conflicts, then the same is notified to the user and depending upon the customization done by Administrator, user can resolve the conflict by updating the server records or sync back the changed data from CRM server.

This had a middleware component (NorSync), which was deployed in Azure and had its own database, which keeps syncing filtered data from CRM based on different mobile offline profiles. This was also responsible to periodically sync to all mobile client (Mobile application pulls the data when connected, every 3 mins by default, so that when user goes offline the delta changes are minimal.). In order to work offline, Offline Client APIs (JavaScript) were developed, which used to perform CRUD operations in MOCA application when offline.

Roles and Responsibilities

My role was to test the end to end flow – creation of offline profile in CRM, validating correct data sync to Middleware and then test from Client in online and offline mode. I was responsible for automating end to end UI flow as well as Client API for all possible combinations of data types, entities and relationships.

Project 3: Unified Service Desk – Parature Knowledge management integration

Unified Service Desk for Microsoft Dynamics 365 is a configurable desktop application for call centers so that agents can get a unified view of the customer data stored in Microsoft Dynamics 365. This gives customer service agents immediate access to business-critical information so they can quickly engage with customers and address queries and issues.

Parature knowledge management has option to create, manage and search knowledge base articles with details of solutions for issues encountered by different customers in past. It was integrated seamlessly to USD, such that, as soon as case record is opened, corresponding search to Knowledge base is triggered and corresponding articles are shown on the activity panel, this helps CSR to quickly resolve the issues. Citrix XenApp was integrated with USD, so that an application hosted in Citrix XenApp can be launched within Unified Service Desk application.

Roles and Responsibilities:

I was managing the QA activity for several configuration in different versions of windows operating system, different languages.

Project 4: Hierarchy feature in Dynamics CRM:

In Dynamics CRM, an entity record can have its parent or child records (Like an Account can have multiple child accounts and again these accounts can have child records). This feature added a way to visualize the relationship in full page UI, with customizable set of 4 fields. This feature is customizable for any entity (including custom entity) which has self-referential parent-child relationship.

Roles and Responsibilities:

I was a QA engineer, responsible for testing and making sure that, feature is developed as per the requirement. I did automate the testcases using selenium based internal automation framework.

Duration: Jan 2011 - March 2014

Company:  Oracle, Bangalore

Designation: Principal Member of Technical Staff (Feb 2014 - Mar 2014),
Senior Member Technical Staff (Jan 2011- Jan 2014)

Project 1: Oracle Cloud – Tenant Automation System

Oracle cloud is a business model to sell Oracle's well-established enterprise softwares (Like Database, WebLogic, ERP, HCM, CRM, Oracle Social Network etc..) through subscription model. Oracle provides various Platform As A Service (PAAS) and Software As A Service (SAAS) solutions online using cloud platform. Various technical components used in this project were JAVA, WebLogic SOA server, Oracle database, Clustering, Enterprise manager, SAML, SOAP, BPEL, XML etc.

Roles and Responsibilities:

My role was to test various modules like Order submission, Tenant Automation, Service Provisioning, Billing, Virtualization layer etc. Tenant Automation System module was main orchestration engine, which takes input from cloud portal in form of sql or xml payload, manage the customer, various admins, notifications, calls suitable business process to do the service provisioning and also is responsible for the day-to-day operational management and monitoring. I write unit test cases in JAVA for each API used in development code, later test the modules in integrated environment. I used 'TestNG' (Similar to JUNIT) as unit test framework. For integrated test, we created automation framework to do the end-to-end testing, which takes each build, installs it, do the required configuration in system, runs various test suites, and then sends the result to stake holder's mailing list. This result email has link to detailed test report, which can be viewed online. This framework was written in Perl, Shell and JAVA.

Project 2: Oracle Beehive

Oracle Beehive is a suite of collaboration softwares including email server, instant messaging server, conferencing, document sharing etc.

Roles and Responsibilities:

Oracle beehive has a feature, where it can sync the user data and credentials from an organization-wide LDAP server. There are various utilities in order to manage and monitor this. I used to work for LDAP related work for Oracle beehive. I used Junit based test framework. I was part of a team which developed internal testcase management tool, in which we used Oracle database's APEX language to build data-centric test management online tool.

Duration: Dec 2006 - Dec 2010

Company:  Novell, Bangalore

Designation: Senior Software Engineer

Project 1: Novell Identity Manager (3.6.1, 4.0, Field Patches)

Novell Identity Manager, a flagship product by Novell, is an infrastructure software, which is used for user provisioning, Password Management, Single Sign On and synchronizing authentication and authorization data between several connected systems like database, directory, mail servers, SharePoint, JMS etc..

Roles and Responsibilities:

Complete ownership for testing end-to-end for connected system Active Directory, Exchange, Sun DSEE, eDirectory, Oracle DB, MSSQL DB, JMS (Jboss, WebSphere, Tibco), SOAP (DSML/SPMLv2), SharePoint and .Net Remote Loader. Install different versions of these products on various supported Platforms and then connecting them to Novell IDM using respective Drivers. Then test the functionalities provided by that driver like, user/group sync, or user/group entitlement. Write policies (Using XSLT/ECMA) to perform custom operations against Connected systems. Later, Perform Non-functional testing (Performance, Reliability, Scalability) against these Drivers. For testing functionality, we used XPOZ which is internally developed test automation framework and for non-functional testing we had Test automation suite written in Java. We used Perl/Shell script extensively to automate mundane/repeated tasks.

Project 2: Novell eDirectory (8.8.3, 8.8.4, 8.8.5, Field Patches)

eDirectory is and LDAPv3 compliant Directory Server. Novell's most of the products has data store as eDirectory, which is leading, most reliable and Scalable LDAP server.

Roles and Responsibilities:

I was part of System testing for eDirectory. Was mainly doing Performance, Reliability and Scalability testing for eDirectory. Also contributed in testing required to prepare eDirectory tuning guide. We used Directorymark, SLAMD, JMeter, DSRK, LoadRunner and internal test automation tools written in Java/Perl/Shell. 90% of the tasks were automated.

Duration: Nov 2005 - Nov 2006

Company:  Afila, Bangalore

Designation: Associate Network Engineer

Project1: Distributed Afila Traffic Emulator (DATE)

Afila's internal product, which was used to emulate different types of traffic in order to automate the testing of the functional behavior of networking protocols implementation with L2/L3 Devices.

Roles and Responsibilities:

In order to test various L2-L7 protocols (like xSTP, LACP, VLAN, RIP, OSPF, Telnet, FTP, SSH etc), Afila used Hardware Traffic generator (IXIA/Smartbits), which is very costly device and had limited ports. Also, this was used mainly after the basic functionalities are working. In order to test basic functionalities, We developed Traffic emulator which has capabilities to generate various types of packets (Which was framed on the fly depending upon the configuration and test requirements), send them to Different machines in the Test bed through the DUT (Device Under Test), Analyze the behavior by Device, Connect to all the machines using one controller, Collect all the logs and generate a report of testing performed. We used C/Tcl/Expect for this tool development.

Project 2: Afila Traffic Automation Library (ATAL)

Afila specialized in Testing various layer 2 to layer 7 protocols for many networking device vendors.

Roles and Responsibilities:

In order to test various protocol features, There were various common tasks, like fetching test-bed information, Connecting to servers, getting the logs from server, creating reports, connecting to traffic generator (IXIA) etc.. For these, we wrote a framework in Tcl/Expect (Some code in C) and exposed several API (with Documentation) to the QA team, who used to write the test cases for various protocols by making calls to these APIs and adding few protocol specific codes. I was part of this team.

Education

M.S Computer Science, 2011-13,  Manipal University

Master's degree course for working professional, having same curriculum as Full-Time, regular classes, exams, project work held on weekends. Completed with CGPA 9.5.

B.E Electronics & Communication Engineering, 2001-05,  VTU Belgaum, Karnataka

Completed with 2nd rank in college, Aggregate 81.3%

Certifications

