## Sagar Thorat

Test Manager

sagarofficial@gmail.com, 0857347776

Dublin, Ireland

A test engineer at heart and a test manager by role, having 14 years of experience in quality control at various clients, with a vast exposure to various methodologies and technologies, and having delivered 2 major smart meter program for well renowned clients in UK and Republic of Ireland, am looking for opportunities in quality domain within Ireland.

**PROFILE:**

### Delivered quality assurance for smart metering program at Bord Gais, Dublin, Ireland 2019 to present

* + Delivered successfully complete phase 1 testing for the Smart metering program at Bord Gais.
  + Wrote test strategy from the program, the landscape for which, included major new functionalities in Oracle CC&B, Salesforce, new metering data store in Amazon AWS delivering new APIs for CC&B’s billing engine, a brand-new composition engine, Inspire, for customer communication (Bills and Letters/Emails) and a completely new solution for customer communications to be delivered on customer digital website via Azure Document Store
  + Wrote and delivered complete test suite for the program – which included, system tests, integration tests, end to end tests, and UAT tests
  + Delivered a test plan with all test phases and dependency management, which was then later used by the project management team to keep the project on track
  + Communicated across streams – as the project ran a part in waterfall and the other streams in Agile – and ensured no gaps are introduced in delivering the solution in production
  + Engaged in various daily stand ups across the program and kept stake holders updated with concise and clear reporting on all test updates
  + Wrote automated test scripts in Postman to ensure APIs are tested in a quick and accurate fashion
  + Wrote a java program to automate mundane manual tasks to report non-compliance with GDPR if found
  + Hands on test execution across various streams – including CC&B, Salesforce, AWS, Azure ADS, Inspire and Digital website
  + Worked in both methodologies extensively – waterfall and agile
  + Handled a team of 6 in an offshore-onshore model
  + Engaged with dev teams, business teams, program manager across various aspects of the project delivery
  + Led a massive training program for offshore resources to gain efficiency improvements on the account

### Delivered testing for a major smart metering program at British Gas UK, 2015 - 2018

* + Wrote test strategy for the SMETS2 (Smart Metering Equipment Technical Specification 2) program. The landscape included major enhancements in SAP ISU, new Java based DCC (Data Communications Company) Integration Hub (a gateway between Suppliers and the DCC headend system), around 30+ new interfaces, completely new metering data store – Meterflow, a brand-new metering app for SEEs (Smart Energy Engineers).
  + Delivered the testing for the program in 3 phase staged manner – Phase 1 - 3 individual projects system tests, Phase 2 – system integration tests with the DCC gateway and Phase 3 – end to end testing with real smart meters in the Smart Lab
  + Managed all day-to-day testing of various streams and reported to senior management on progress, defect management, risks, blockers
  + Engaged with 3 separate hardware manufacturers to triage defects and agree on firmware releases based on business priority for go live
  + Managed a team of 15+ onshore members
  + Worked on streamlining backlog, estimation for test packs, test units/commercial approval from client
  + Helped business take right decision with the go-live of the program by presenting current test progress, and various potential options with pros & cons
  + Delivered test suites for the entire program, including Electricity, Gas meters, and Credit and Prepay modes
  + Worked on KPIs to the quality assurance model and report to senior management
  + Advised on improvement to quality assurance processes based on the KPIs monitoring

### Tested and delivered various other projects at British Gas (2012 – 2014)

* + Worked as a manual tester/test lead for offshore resources
  + Performed functional testing, functional integration testing, smoke testing
  + Ran demos for the business and provided inputs for UAT teams

### **Education:**

### Bachelor of Information and Technology from Pune University, India 2006

* ISTQB certified tester
* TOSCA AS1 certified

### **Technical Skills:**

* Oracle CC&B, SAP ISU, SAP PMCS, Salesforce, Amazon AWS
* Java, Python, JavaScript, Selenium, Node.js
* IntelliJ, Postman, Eclipse, VS code, TOSCA
* HP Application Lifecycle Management, q Test
* MS Office 365
* Windows, MacOS

### **PROJECT EXPERIENCE:**



**Client:** **Bord Gais (BGE),** Dublin - Ireland (May 2019 – present)

**Role:** Program Test Manager (employee of Cognizant Tech Solutions)

**Technology**: Oracle CC&B, Amazon AWS, Salesforce, Azure ADS, Inspire, Postman API testing

**DESCRIPTION:**

**Program to roll out smart meters in Ireland 2020 – 2026**

### **ROLE & Responsibilities:**

* Deliver test strategy & test suites (system test packs, system integration test packs, end to end test packs)
* Review all test artefacts and upload in test management tool q test
* Manage offshore team
* Reporting on test progress on daily basis
* Test execution tracking and hands-on testing as and when required
* Test evidence & defects review
* Engage in all project related meetings (daily/weekly/bi-weekly stand ups and other agile ceremonies)
* Engage and support UAT team for execution

**Client:** **British Gas,** Staines (Feb 2016 – Apr 2019)

**Role:** SAPTest Manager (employee of Cognizant Tech Solutions)

**Technology**: SAP ISU, SAP CRM, DCC Integration Hub, SV LISA, Net-weaver Bench Framework, SAP PI, Vend Management System, SOAP UI, Middleware (Couchbase, Pulse)

**DESCRIPTION:**

**Enduring Smart Infrastructure – SMETS2 Smart Metering rollout for British Gas. Complete end to end change management and testing along with smart meters to ensure British Gas meets the DECC’s (Department of Energy and Climate Change) objective of deploying smart meters to all customers in UK by 2020**

### **ROLE & Responsibilities:**

* Responsible for ensuring ad-hoc regression packs are run to test new device firmware releases to support British Gas’s SMETS2 pilot roll out plan
* Responsible for proposing and presenting Centrica’s E2E test solution, resource planning, costing for Industry testing, ST, SIT and E2E Test governance for projects and quality assurance delivery for “ESI - Smart metering Industry Testing” Programme
* Participate in CGI/DCC, CSP’s meetings and align BG’s test release plan accordingly with CGI/DCC test plan.
* Establishing Test planning and management of the SIT / E2E testing with backend ERP systems >> DCC/CGI SSI environments >> Smart meter lab devices (Foundation, SMETS1 and SMETS2 Meters and IHD/ CH devices)
* Plan, test and support UEPT, SREPT Testing compliance for gaining DCC certification
* Responsible for managing Centrica’s SMART Metering Test Lab onsite at ensuring procurement and inventory of SMART devices (Electricity & Gas Meter, Comms. Hub, SIM Cards and In House Display)
* Project & Programme Level Reporting to provide Test status & SMART Test Lab update (device utilisation, forecasting, faulty assets) to Senior IS Stakeholders
* Responsible for maintaining downtime log for faulty SMETS1, SMETS2 Meters, Coms Hub’s and IHD’ in SMART Test Lab and impact assessment for delays in System Integration test and UAT phases
* Conduct testing to support implementation for roll out of SMART Meters to 500,000 homes in UK ensuring SMART Meters are compliant with government/DCC’s protocols of SMETS1/2 and ZIGBEE
* Create IS and UAT test plan, scenarios and test scripts templates for projects, industry testing E2E test phase and share with onshore-offshore business teams, maintain RTM in HP ALM.
* Formalize the IS - UAT scenarios review mechanism and gain sign off on test design and executions.
* Liaise with environment delivery team and manage third party infra dependencies and delivery, request and monitor build deployments to test environments
* Create a standard process for master and transactional test data creation in SAP IS-U, CRM, PMCS & EWM for smart meters and vendors facilitate required test harness/ stubs where required for DCC/CGI DSP and CSP end.
* IA new change/configuration and re-plan/mitigate the change against ongoing testing phases and report to CRB.
* Plan regression testing for P1 E2E scenarios covering BG’s ERP to DSP and CSP middleware to and from Smart meters on risk based & defined IA methodology.
* Monitor and control test execution suites in HP ALM and prepare daily, weekly and monthly execution progress reports for Programme stakeholders.
* Participate in daily/weekly defect triage within IS and CGI/DSP, CSP and escalate and resolve P1 and showstopper issues within IS and CGI/CSP teams
* Quality assurance on other test partner/vendors that are responsible projects test delivery and feed to Programme
* Liaise with automation team to form a smoke test automated test pack for P1 test scripts.

**Client:** **Centrica PLC-British Gas**, On behalf of (**Cognizant Technology Solutions)** Staines UK (Sep 2011 – Jan 2016)

**Role:** Test Lead / Tester - Onshore + Offshore

**Technology**: ERP SAP CRM, IS-U, EWM, MM, SAP HR, SAP MRS, SAP PMCS

**Utility SAP Domain Skills:** Metering Operations, Smart Metering, Device management, Supply Chain Management, Triage and Warranty devices, Customer Journeys,

**DESCRIPTION of Programme and Projects –**

* **BGSM/BGMO** (Phase I and II) –Smart Metering Ops for Credit and Prepay customers with foundation meters
* **Supply Chain & Asset Management** (Phase 1 and 2) –Process implementation and improvement for Supply Chain of British Gas smart metering devices
* **Planning, Scheduling and Maintenance** (Phase 1 and 2) – Process implementation and improvement for Smart Engineers (SEEs) job allocation via SAP onto hand held terminals to attend customer premises to smart metering jobs
* **Nexus** – Smart Metering Industry wide project to improve the industry flows processes through an enhanced XOSERVE system to support all suppliers

### **ROLES & Responsibilities:**

* Responsible for QA in ST, SIT and End-to-End Project Test Planning, Strategizing & Test Delivery for British Gas project requirements received from Industry, Ofgem and DCC
* Creation & Presentation of Project Master Test Plan including tools, templates, estimates, Resource planning, Test processes & procedures to Programme & Business Stakeholders (ST, SIT, NFT etc.).
* Managed End-to-End Testing of BW - MI, SMART Metering Credit & Prepayment Projects with functional checks around data flowing from Trilliant Head End, MDUS, VMS and SAP ISU.
* Create & Test Smart and dumb meters with Service orders, installations, updates, vendor allocation and validate the End-to-End flows in SAP CRM, IS-U, MM, FICO, GL, EWM and SAP BW
* Participate in Industry, DCC & OFGEM briefing sessions for project roll out and plan for Regulatory requirements adherence. Request & arrange data, Stubbing/simulator requirements with third party for integration Testing Phase and ensure appropriate Test coverage is applied.
* Responsible for development of manual test scenarios, test cases and scripts and form End-to-End Test Journeys using test cases and scenarios for End-to-End Testing.
* Day-to-day Test management/test execution, provide guidance to testers and escalate issues to Programme Test Manager or Agile Scrum Master.
* Validation of Price/Tariff change, Firmware upgrade, Ad-hoc Meter Read, Dumb & Smart Meter Commission, Exchange and Cos –loss & gain with Centrica’s core metering integration scenarios
* Create test data for energy business & residential customers from SAP CRM, replicate in IS-U, Create billing & Invoicing, post them to GL (General Ledger) and FICO and validate the integration as per proposed business change and project requirements
* Validate & test GL, FICO profit centre allocation, postings & financial posting data in corporate systems.
* Business Objects reports validation (BO XI ver 3.1) of Universes, Crystal Reports & Web Intelligence Info views for Smart metering assets, Service orders maintenance and installations etc.
* Performed Data conversion and Data migration activities to load data from legacy system into SAP sub classified as Master and Transaction data.
* Defect Management – Manage and track defects to closure through scheduling/driving Defect Meetings, third party liaison and provide Defect commentaries to project leadership
* Show and Tell of User Stories to Product owners / stakeholders, Mange UAT & gain Test Sign off
* BAU Support Testing – Validation of production incidents in Fix on Fail environment / liaison with Build / Transport Management for releasing transports into prod.



**Client:** **SAP Labs India** (Aug’07 – Aug’ 11)

**Role:** Quality Assurance /Test Analyst

**Technology**: SAP IS-U - SAP CRM and SAP IS VMS (Vehicle Management System), Worksoft Certify

**Product Domain Skills:** Vehicle Management Journeys, Campaign Management in CRM

### **About CLIENT & project:** SAP Labs India, ISTQ (Industry Specific Testing and Quality)

The aim of this project to maintain the Quality of SAP Industry Specific modules that were still in development and test life cycle during this era. The modules like SAP IS – Retail, SAP IS – VMS, etc. were yet to be launched.

### **ROLES & Responsibilities:**

### Listing down all processes/functionalities provided by the SAP IS VMS

### Design test cases

### Maintaining test cases in HP ALM

### Automating the test cases in Worksoft Certify

* Execution of test cases
* Logging and retesting defects

**Achievements & Award’s:**

* “Collaboration Expert” at Bord Gais Ireland – 2020
* “Recognition of a Program Delivery” at British Gas UK – 2017
* “Guiding Light” at British Gas UK- 2010
* “Diamond in the Rough” Award at “SAP OTC” – 2007