

Glossy Jose

Technology Analyst

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Results-driven Senior CPE Tester with 9 years of total experience, including 5+ years in broadband testing across telecom and networking products. Strong expertise in Java, Selenium, and TestNG with hands-on experience in automation framework development and regression optimization. Skilled in Wi-Fi, DOCSIS, TR-069, and GPON validation, with strong debugging capabilities to improve product quality and reliability. Known for analytical thinking, clear communication, and a quality-focused testing approach. Professionally trained in Java & Selenium automation from Obsqura Zone.

WORK EXPERIENCE

Infosys Ltd.

08/2020 – Present | Trivandrum

Technology Analyst, CPE & Telecom Testing

- Led end-to-end validation of broadband CPE devices (DOCSIS, GPON/ XGS-PON, TR-069/ TR-181), executing functional, regression, performance, and reliability testing that reduced post-release defects by 30%.
- Validated Wi-Fi standards(802.11 a/ b/ g/ n/ ac/ ax), 2.4GHz and 5GHz connectivity, Ethernet, firmware features including WPA2/ WPA3 security and throughput benchmarking, improving wireless validation efficiency by 25%.
- Performed ACS (Auto Configuration Server) testing to verify TR-069 protocol compliance, ensuring seamless remote device management and provisioning.
- Performed deep packet inspection and troubleshooting using Wireshark PCAP analysis, isolating network defects across TCP/ IP, DHCP, DNS, NAT, and routing layers, reducing issue turnaround time by 20%.
- Developed detailed test scenarios and testcases from customer requirements, improving edge-case coverage and minimizing production escalations.
- Collaborated with cross-functional teams in Agile environments to triage critical defects and ensure on-time product releases.
- Developed Selenium (Java) automation framework using TestNG & Maven, reducing manual effort by 40% and accelerating regression cycles by 35%.
- Automated CPE WebUI workflows including login, security configuration, Wi-Fi configuration and diagnostics.
- Validated UI elements, configurations, and real-time device status.
- Performed cross-browser testing (Chrome, Firefox, Edge) and managed defects using Jira.
- Implemented POM design and integrated automation with Jenkins CI/CD for continuous firmware validation.

Infosys Ltd.

04/2019 – 07/2020 | Trivandrum

Senior Systems Engineer, Network Design (NBN Project)

- Led comprehensive network redesign efforts for Australia's National Broadband Network (NBN) locations, managing diverse phases of Fiber-to-the-curb (FTTC) projects, and conducting pre-triage and post-triage activities to ensure network reliability.
- Implemented innovative solutions for network optimization, resulting in significant cost savings and improved service delivery timelines, fostering a culture of continuous improvement and adherence to industry trends.
- Worked across various phases of Fiber-to-the-curb (FTTC) including Distribution Fiber Network (DFN), Last Fiber Node (LFN), Line Integration Location (LIL), and Final As-Built (FAB), ensuring robust network design.
- Executed pre-triage activities, including Performance Checks and SpatialNet load analysis, identifying potential issues within 3 months, enhancing project efficiency and demonstrating strong analytical skills.

- Employed AutoCAD-based platforms such as SpatialNet and Mapinfo to authenticate and refine network designs, ensuring high-quality outcomes and adherence to networking standards.

Infosys Ltd.

02/2017 – 03/2019 | Trivandrum

Systems Engineer, DevOps & Automation Support

- Supported CI/CD pipeline implementation and maintenance, improving build and deployment reliability in distributed Agile environments.
- Administered Jenkins, Gerrit, GitHub, and Nexus, ensuring seamless version control, artifact management, and release coordination.
- Assisted development teams with build validation, deployment troubleshooting, and automation scripting to enhance release stability.
- Streamlined deployment processes and reduced manual intervention through automation and scripting initiatives.

EDUCATION

St. Joseph Engineering College

08/2009 – 06/2013 | Mangalore

Bachelors in Engineering, Electrical & Electronics Engineering

Karunya University

07/2014 – 05/2016 | Coimbatore

Masters in Technology, Biomedical Instrumentation

SKILLS

Automation & Test Frameworks

Selenium WebDriver, TestNG, Maven, POM

Programming & Scripting

Java, Python Scripting, OOP, Exception Handling

Testing Expertise

Functional Testing, Regression Testing, Network Testing, Performance Testing, Manual Testing, UI Testing

Networking & Protocols

TCP/IP, DOCSIS, GPON/XGS-PON, TR-069/TR-181, Wi-Fi & Ethernet testing

Tools & Platforms

Git, Azure, Wireshark (PCAP), Nmap, Eclipse, iPerf

DevOps & Agile

Agile/Scrum, CI/CD, Jenkins, DevOps

Debugging & Analysis

Debugging, Troubleshooting, Root Cause Analysis, Packet Analysis

Remote & Device Management

TR-069, CWMP, Remote Management, Device Provisioning

CERTIFICATIONS AND TRAININGS

Infosys Certified Network Engineering Associate

Infosys

Microsoft Azure Fundamentals (AZ-900)

Microsoft

Trained in Java & Selenium Automation

Obsqura Zone