

CAREER SUMMARY

Results-driven **QA Engineer** with **4.5 years of IT experience** in **Software Testing, Automation, and Quality Assurance**. Expertise in **manual and automation testing** of web applications, APIs, and UI components. Proficient in designing **test cases, executing test scripts, defect tracking, and root cause analysis**. Adept at working in **Agile environments** and ensuring high software quality through structured testing methodologies. Eager to **resume my IT career** and contribute effectively to a dynamic QA team.

PROFESSIONAL EXPERIENCE**TETHERFI PTE LIMITED, Mangalore****Associate Quality Analyst** (January 2022 – August 2023)

- Developed detailed **test scenarios, test cases, and test scripts** for web applications, IVR call flows, and CTI systems.
- Conducted **manual testing** (functional, UI, cross-browser) to ensure seamless user experience and optimal performance.
- Validated **IVR call flows and CTI integrations**, ensuring accurate call routing and interaction between telephony and CRM systems.
- Identified, logged, and tracked **defects using JIRA**, performed **root cause analysis**, and collaborated with developers for fixes.
- Managed **deployment and configuration** of applications in higher environments, ensuring system integrity and stability.
- Prepared **test reports and documentation**, improving software reliability through structured feedback loops.

NOVIGO SOLUTIONS PVT LTD, Mangalore**Software Engineer – QA & Automation** (September 2019 – November 2021)

- Developed **automated test scripts** using **Selenium and UiPath** for regression and functional testing.
- Conducted **API testing** using **Postman and SOAP UI**, validating request-response flows.
- Created **automation workflows** for CRM/ERP applications, enhancing business process efficiency.
- Debugged and resolved **automation failures**, implementing **error-handling mechanisms**.
- Performed **test case execution, defect logging, and reporting**, ensuring robust test coverage.

SONATA SOFTWARE LTD, Bangalore**Trainee Tech Specialist – QA & Data Management** (August 2018 – February 2019)

- Conducted **SQL-based data validation and backend testing** for enterprise applications.
 - Optimized **PL/SQL queries** for data extraction, ensuring accuracy in system-generated reports.
 - Monitored **job executions and system logs**, diagnosing failures and implementing corrective actions.
 - Assisted in **test data preparation, database integrity checks, and report generation**.
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TECHNICAL SKILLS

- **Testing Tools:** Selenium, JIRA, TestNG, PyTest, Postman, SoapUI
 - **Automation:** Selenium WebDriver, UiPath, Jenkins, Maven
 - **Programming:** Java, C#, VB.NET, Python
 - **API Testing:** REST, SOAP, Postman
 - **Database Management:** SQL, PL/SQL, MySQL, Oracle
 - **Version Control & CI/CD:** Git, SVN, Jenkins
 - **Test Management & Defect Tracking:** JIRA, TestRail
 - **Methodologies:** Agile, Scrum, STLC, SDLC
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EDUCATION**PES Institute Of Technology, Bangalore, India****B.E. in Telecommunications Engineering** (CGPA - 7.6) | **August 2014 – May 2018**

ADDITIONAL INFORMATION

- **Recent Experience:** Hired by a remote company and worked from May 2024 to July 2024. However, due to continuous delays in the onboarding process after a month of unpaid work, I decided to discontinue.
- **Looking for:** QA Engineer roles (Manual & Automation) to **resume my IT career** and leverage my testing expertise.