

Competencies

- Over **7.5 years** of **Technical/Professional Expertise**: Expertise in Manual testing, Web Form Testing, **Migration** from regular site server to **the Cloud Servers** with **functional** site amends. Proficient with **Web application** testing and test strategies.
- Experience concentrated in **Information Technology**, with exposure to **Sales / General**. 14 years of work experience, with **Management**.
- Beginner in **Automation testing** - **Selenium Web Driver**.
- Experience in various Business domains mainly Investors and others as Retail, CRM, Document Management System.
- Understanding of **QA processes with Sitecore, CM**, including **testing methodologies** and **link test tools** such as **Xenu, W3C validator/ Web standards, page load testing, OTP, IP3, etc.**
- Aligned deliverables to meet client requirements. e.g., Accessibility, **Magus Active Standards**, HTML/XHTML, CSS, XML, etc. and document the software defects using a bug tracking system (**JIRA**)

Work Experience and Responsibility

CLEVERSOW, Marlton, NJ

Nov 2020 – till Date

Quality Analyst

- Manage the suite of manual test cases. Perform R&D on plugins for new feature and integrated
- Cross Browser test and debug applications for defects.
- Experience with Google Analytics, Google Search Console, Page Speed Insights
- Ensure applications meet requirements and identify current or potential problems, performing validation for Candidate and R3 application.
- Support on demand basis for additional validation requirement.

FREELANCING, Vadodara, IN

Jan 2020 - Nov 2020

Website Theme Design

- Modifying and improving front-end themes to arrive at the customer's desired look, feel, and performance.
- Establishing and guiding the website's architecture.
- Designing and implementing new features and functionality.
- Conceptualize original website design ideas that bring simplicity and user friendliness to complex roadblocks

INCOMEWALLS.COM, Vadodara

Aug 2016 - Dec 2019

IT Manager

- Maintain company websites "**Incomewalls.com**" and "**Bettercar.in**" as per company needs with **WordPress** as the back-end with the Go Daddy account accompanying the Internet email accounts.
- Manage **IT equipment** provided by the Company with maintenance, Storage and rent collection for the same with regular norms with the clients.
- Generate and monitor special samples of Advertisement Draft or Weekly leaflet, Catalogue, Follow-up with the **Multimedia Expert** in the company.
- Generate **Business Letters** and **Print** perfectly aligned **Cheque's** of the corresponding bank transactions for Company and the Proprietor.

INVESTIS., Vadodara

Apr 2014 - Jun 2016

Technical Quality Assurance/Quality Analyst

- Create detailed, comprehensive and well-structured test plans of new and existing E-Commerce client sites and Investors section's build with the compliance of **ISO 9001** and **ISO 27001** quality standards for **UK** and **European Clients** of **INVESTIS**.
- Expertise in Manual functional testing, Regression testing, User Acceptance testing, Requirement Analysis, Test Management, Test Estimation, Onshore/Offshore Client interaction and coordinating with Development team
- Experience in testing **CMS websites** (WordPress, Drupal, etc.), **Web and Desktop** application, **Native Mobile** application for **Android/iOS/iPad/Windows** and other testing tools e.g., Accessibility, **Magus Active Standards**, HTML/XHTML, CSS, XML, etc. and testing of applications in **Amazon Web Services (AWS)** cloud.
- Analyze failed tests and manage defects with Test/Defect Management Tools like **JIRA, Bugzilla**.
- Thorough testing of all service tasks with deeper **RCA (Root cause analysis)** of issue; to narrow down the problem with 100% right first-time ethos
- Notify website subscribers (comprising shareholders, investors and journalists) by sending alerts through Email and SMS.
- Ensure design, look and feel, operation, and testing (Cross browser functionality testing, Cross platform, link test tools such as **Pagespeed, Yslow, Firebug, Xenu, W3C validator/ Web standards, page load testing, OTP, IP3, etc.** aligned deliverables to meet client requirements.

Sales Coordinator

- Confirm and input orders such as Bricks. Includes interacting with clients and vendors as needed to finalize the order.
- Interact with vendors to discuss production, sample requests, shipping, vendor errors and other pertinent issues.
- Investigate order discrepancies with vendors and other customer satisfaction issues to assist the Sales team.
- Provide sales and product expertise for overflow and bounced calls from Sales Team where immediate assistance is required and the Sales Team is not immediately available, offering a seamless transition to the sales process whenever possible.

IT Technical Recruiter

- Responsible for full life cycle sourcing, interviewing, qualifying, recruiting, and extending and negotiating offers and work with hiring authorities to develop advanced recruiting strategies for hard-to-fill openings, and facilitate escalation meetings when positions remain open for an extended period
- Work closely with **Account Managers** and **Clients** to schedule client on-site and telephone interviews as well as candidate travel arrangements.
- Headhunt and place high-end technical professionals, Software Engineers, System Testers, Program/Project Managers, Web Developers, and senior technical leaders in contract and full-time positions.
- Responsible for checking references, negotiating terms and rates for each project, coordinating the interview process, extending offers, and closing candidates.

Document Quality Assurance/Quality Analyst

- Review of requirement documents, functional and technical specifications to ensure that quality is embedded in the process
- Audit of company's internal software "**Workflow**" towards data integrity and compliance standards by the clients and Invoice Reconciliation.
- Interface effectively with all levels of management and validating client reports and client audit requests, Quality Sampling, Audit and feedback.
- Conducting timely huddle and handling real time escalation both from the agent and the client.

Chat Quality Assurance/Quality Analyst (Jan 2009 - Feb 2011)

- Information to the Customer's about the product and solving the queries regarding the product.
- **Promoted to Verification Department (EMS) since 1st January 2010 with an Internal Interview process.**
- Audit Parameter wise reporting, Agent performance trends, Performance area trends, Campaign Performance trends, Customer survey analysis.
- Monitor day-to-day calls (Live, remote & recorded) to maintain call quality for accuracy and compliance to policies and procedures and custom reports on request
- Analytical reporting using Advanced Excel features like Pivot tables and Charts.

Functional Proficiency**CLIENT DOMAINS:****Bug Tracking Tools****Testing Tools****Process Improvement****Analytical/Bus Pro Tools****Operations and Inv. mgt.****Web Testing****Mobile Testing****Automation****Platforms****MS Office Suite****Software Packages****Hardware and Networking****Investor Services • Telecommunications (Voice, Chat) • Recruitment • Software**

JIRA, Bugzilla

Manual, Functional, Defect and Bug Tracking, Issue Identification.

Root Cause Analysis

Google Analytics

Forecasting, Aggregate Planning, Scheduling

Chrome, Mozilla

Structural changes.

Basic Java, OOPS, **Selenium WEB-DRIVER**, TestNG, Advanced Test Framework, **MAVEN**

Dos, Windows 7/8/10, Mac OS X, iOS, Android OS, Linux, UBUNTU

Word, Excel, PowerPoint, Outlook, Access

Corel DRAW, Adobe Photoshop, Adobe PageMaker, Adobe Illustrator, Macromedia Director, Sonic Sound Forge, Adobe Premier

Fault-Finding and Trouble Shooting Network & Computer Assembly, Installation & Maintenance of Software & Hardware Administration

Education

Professional:	<i>Advanced Selenium</i>	Passing Date:	August 2018
Centre:	Tops Technologies	Location:	Vadodara, Gujarat
Post – Graduation:	<i>Master in Business Administration</i>	Graduation Date:	July 2009
University:	National Institute of Management	Location:	Ahmedabad, Gujarat
Graduation:	<i>Bachelor of Commerce</i>	Graduation Date:	July 2002
University:	Sardar Patel University	Location:	ANAND, Gujarat
HSC:	<i>XII Standard (Higher Secondary)</i>	Passing Date:	October 1997
Field of Study:	Commerce Stream (GSEB)	Location:	ANAND, Gujarat
SSC:	<i>X Standard (Secondary)</i>	Passing Date:	May 1995
Institute/Board:	GSEB	Location:	ANAND, Gujarat