

AJAY RANA

SOFTWARE QUALITY ASSURANCE ENGINEER

I am an experienced quality assurance tester - a dynamic professional with exceptional analytical skills and critical thinking with an ability to evaluate options. Ability to meet short deadlines, while still delivering high quality results. Proficient in mobile and web applications testing. Utilizing my excellent communication skills to keep stakeholders on same page.

CONTACT

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PROFESSIONAL COURSES & CERTIFICATIONS

- DIPLOMA in Computer Application
Duration: 1 year
Pragati InfoTech Una (H.P.)
- Certification: Manual Testing.
Duration: 6 months
Udemy
- Certification: Automation Testing (Katalon Studio)
Udemy
- Agile Project Management Certificate
Udemy
- Certification: Software Testing Masterclass
Udemy

HOBBIES

- Playing mobile games
- Interacting with friends
- Exploring technical trends on internet
- Fitness (won multiple titles as well)

EDUCATION

Bachelor of Arts / Govt. P.G. College Una (H.P.)

2015-2018

Scored 69% marks

Did all my studies on my own to support my family.

Worked during the night while studied in the day time.

10+2

2011

Scored 73% marks.

RELEVANT WORK EXPERIENCE

Arion Tech /QA Manual Tester / March 2019 till date

Worked with 5 team members to design and execute manual testing and maintain exceptional user experience prior to the software update releases

- Understanding the client Requirements and projects Functionalities and help product team in defining clear acceptance criteria as well as development team in identifying use cases and scenarios,
- Prepare test cases as per requirement and help development team adapt testing first mindset.
- Reduce customer facing bugs by 15% by tracking down the root causes and developing appropriate solutions before they reach the end user.
- Planned and devised cohesive manual test plans for the application using JIRA
- Evaluated function, performance, and design compliance of every product against design standards and customer needs
- Collaborated with developers and product owners to stay current on product features and intended functionality, log defects and track to closure, establish defect validity, cause and retesting as required
- Gathered data on vulnerabilities and reported all findings, including improvement recommendations

Technologies & Tools used: JIRA, Microsoft office, SQL, HTML, CSS, Bootstrap, DHTML

Database used: MS SQL Server

Techniques utilized: Data Migration Testing, API Testing, Regression Testing, UAT testing and Unit Test, Agile methodology, STLC. Strong problem solving and troubleshooting skills, Automation testing

PROJECTS

Dispatch Management System.

The 'Dispatch Management System' aims at providing computerized system for maintaining the documents of Fleet Partner. The aim of 'Dispatch Management System' is to provide user-friendly interface, which can be easily dealt by people who does not have much knowledge in computers. The interface is provided with relevant controls and names right from login screen till to the update document upload document report generation screen.

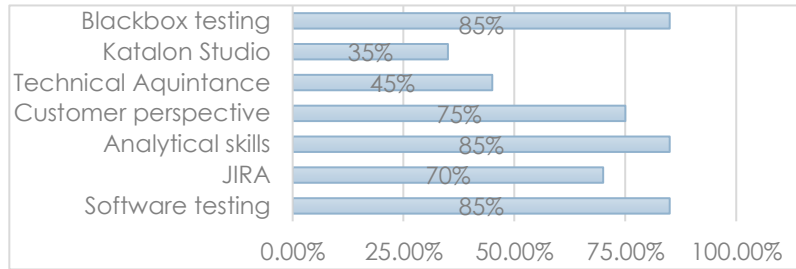
ACH payment System. (Automated Clearing House)

The ACH network essentially acts as a financial hub and helps people and organizations to transfer money from one bank account to another. ACH transactions include direct deposits and direct payments, which include business-to-business (B2B) transactions. The 'ACH Payment System' allows businesses to charge customers' bank accounts directly, bypassing the need for written checks or debit and credit card transactions. ACH Payment Systems' helps subsidiaries and customers to save time and money while enhancing security and convenience at the same time

ACHIEVEMENTS

Acknowledging my eye for quality during my technical support role, I was promoted to Software Quality Assurance Engineer

SKILLS



OTHER WORK EXPERIENCE

Technical customer support

Arion Tech/ Mohali/ Jan 2017 till March 2019

- Providing appropriate solutions to the technical issues faced by the customers.
- Providing customer support services in addition to the technical service.
- Prioritizing and dealing with the issues in a timely manner.
- Keeping track of the customer queries and resolving the issues as early as possible.
- Coached employees to develop strong customer support skills to minimize process issues and meet customer expectations.
- Ensuring that the fault is completely rectified and ensuring that it does not appear in the future.
- Preparing technical support team performance reports.
- Reviewed overdue tickets and followed-up with customer support personnel to resolve root cause of delay

VOIP Support

Falcon Force Pvt. Ltd / Gurugram/ April 2015 till December 2016

- Manage server issues.
- Actively listened to customers, handled concerns quickly and escalated major issues to supervisor.
- Identified issues, analyzed information and provided solutions to problems- Obtain further information for incomplete documents.
- Account Creation for Retailer and wholesaler.
- Assign tariff plan to Retailer and wholesaler clients.
- Setting up call routing rules

Date: _____

Location _____