

Raashid Shaikh

Contact no.: 5145611591 | Mail: arshaikh1917@gmail.com
Github: <https://github.com/AbdulRaashid> | Linked-in: www.linkedin.com/in/raashid-shaikh

Work Experience

Concentrix

January 2023 - Present

Customer Service: Technical Advisor

- Working as a customer advisor for Abbott Diabetes Care: Healthcare.
- Handling inbound calls, attentively listening to customer queries, analyzing issues, asking probing questions, determining root cause, deciding appropriate defect management phase, presenting solutions, and documenting complaints. In addition, creating bug reports for issues related to mobile or web applications.
- Maintained a success score of 91% with average call handling time of under 14 minutes.

Navidad Infotech Pvt Ltd.

May 2019 - March 2020

Web Developer

- Web Development, 3D Printing, Product Photography.
- Worked as a web developer working with technologies like HTML/CSS, Javascript, Node JS, Express, MySQL.
- Performed manual testing to find failures. Logged defects on a defect report. Investigated, tracked and performed appropriate debugging. Performed User Acceptance Testing on various products to provide feedback.
- Worked with semi-professional 3D printers and helped with their maintenance improving product quality by 15%, also designed 3D models on slicing softwares.
- Handled equipment related to indoor photoshoot for product photography while post processing on softwares like photoshop cc.

Karvy

February 2017- December 2017

Technical Support

- Worked as a technical support representative for Airtel Postpaid Plans: Telecommunication.
- Analyzed technical problems with probing questions, troubleshooting, presented desirable solutions to more than 50 customers per day.
- Participated in the improvement of internal processes as well as troubleshooting tools, resulting in a 10% drop in customer wait time.

Education

AEC, Software Testing

September 2020 - May 2022

Cégep de la Gaspésie • Montréal

Bachelor in Technology

July 2015- May 2019

Computer Science & Engineering at Parul University • India

Projects

ErrorCollector: [Github Repo](#)

- Performed Functional, User Acceptance Testing on various functionalities of National Geographic Website.
- Frameworks (Selenium & TestNG):Annotations such as Test({Groups}, Dependency, Priority), BeforeMethod, AfterMethod, BeforeClass, AfterClass. Selenium classes utilized: Actions, Select, JSExecutor, Explicit/Implicit Wait. Switched iFrames/Windows when necessary.

- Language(Java): Design Pattern: Page Object Model, Page Factory.
- Browsers: Firefox, Chrome, Safari.
- Input Values Structure: Equivalence Partitioning. Generated different error messages by entering invalid/valid inputs. Used assertions to verify the error message.
- Future Plan: Generate reports using Maven.

ScotiaBank LoginTest: [Github Repo](#)

- Performed unit testing on login functionality of ScotiaBank Website.
- Frameworks: Selenium & TestNG.
- Provided variable values using Apache POI from an Excel file.
- Implemented Page Object Model as Design Pattern and its class Page Factory for better maintenance of tests..
- Set priorities on test cases, grouped test cases, used assertion methods for comparison of expected and actual output from the test case.
- Generated XSLT reports using ANT.

Certifications

ISTQB Certified Tester: Foundation Level

APRIL 2023

Score: 82.5%

Exam Organization: ATSQA

Networking

APRIL 2019

IIHT- Cisco Certified Network Associate & Security - A (70%)

Technologies and Languages

Programming:	Java, JavaScript, SQL.
Framework:	Selenium, JUnit, TestNG, Node, Vue, Express, Bootstrap,
Web Technologies:	HTML5, CSS, REST APIs, AJAX, jQuery, JSON, Postman, JIRA.
Software:	VS Code, Eclipse GitHub, Visual Studio, IntelliJ, Photoshop, Premiere Pro, Vegas Pro.
Concepts:	Object-Oriented Programming, Agile, SDLC, STLC.

Other Experiences

Grand Burger Blvd.

October 2020 - October 2022

Cook and Customer Service

The job duties involved handling customers' orders, ensuring the meals are prepared in the specified timeframe and maintaining food quality according to the company standards.

Monitoring stocks and supplies as needed.

Training new employees on cooking procedures, and order management.

Photography

Freelance

Worked as a freelance event photographer from September 2019 to May 2020.

Experienced in product shoot and handling various equipment required in indoor photoshoot.

Hosted workshops for beginner photographers in astrophotography.