Arisudan Verma

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Professional Summary

Equipped with strong problem-solving abilities, willingness to learn, and excellent communication skills. Poised to contribute to team success and achieve positive results. Ready to tackle new challenges and advance organizational objectives with dedication and enthusiasm.

SKILLS

- Python
- Quality Assurance
- Regression Testing
- Software Engineering
- Analytical Thinking
- Problem-Solving
- Test Link

- HTML and CSS proficiency
- Unit Testing
- Quality Control
- Software Development
- Multitasking
- Time Management
- Jira

RELEVANT EXPERIENCE

Junior Engineer – Tech Support
Ienergizer – Noida (December 2024 – Present)

- Delivered technical support for Samsung devices, ensuring efficient troubleshooting and resolution of hardware and software issues.
- Analyzed recurring technical problems and provided feedback to QA and R&D for continuous product improvement.
- Collaborated with service centers and cross-functional teams to enhance service operations and customer satisfaction.
- Maintained accurate service documentation and participated in training to stay updated on new technologies and products.

Software Engineer Trainee – Quality Analyst
Goodmaysys Software Technologies Pvt. Ltd. - Lucknow (January 2024 – November 2024)

- Supported teammates in overcoming technical challenges, sharing knowledge of fintech and expertise for mutual growth.
- Contributed to the successful completion of software development projects within tight deadlines.
- Worked with developers to identify and remove software bugs.
- Tested and deployed scalable and highly available software products.
- Utilized version control systems effectively, ensuring smooth collaboration between team members on shared codebases.
- Ensured high-quality code delivery through rigorous testing and debugging processes.
- Brainstormed with engineering team to determine appropriate code testing processes.
- Identified and immediately resolved issues of Client on Support.

Customer Support Associate
Tech Mahindra – Noida (July 2023 – January 2024)

- Enhanced customer satisfaction by promptly addressing and resolving inquiries and concerns.
- Collaborated effectively with cross-functional teams to address complex customer issues and achieve positive outcomes.
- Responded to customer requests for products, services, and company information.
- Issued credits for contested returns, shipping fees, and damaged merchandise.

RELEVANT PROJECT EXPERIENCE

Goodmaysys Software Technologies Pvt. Ltd.

- Conducted comprehensive testing and quality assurance for a live projects of client, ensuring optimal functionality, security, and reliability.
- Collaborated with development teams to troubleshoot and resolve issues, achieving a seamless user experience and maintaining high operational standards.

- Created and managed comprehensive test cases, executed manual tests, tracked defects, and provided detailed reports, ensuring complete coverage and maintaining up-to-date test documentation for streamlined project quality assurance using Test Link tool.

- Gained in-depth knowledge of Forex exchange processes, including Anti-Money Laundering (AML) checks, sanctions screening, and compliance protocols with banking counterparties.

- Utilized Jira for agile sprint planning, task management, test execution, and issue tracking; collaborated with clients for requirement gathering and refinement, and generated detailed reports on project progress and defect status to support informed decision-making.

- Collaborated on finance and accounting activities related to Forex transactions, ensuring accurate reconciliation, reporting, and compliance with financial regulations.

Azad Institute of Engineering and Technology
Helpdesk Ticketing System

- Led front-end development and quality assurance for a Helpdesk Ticketing System, enhancing user interfaces and optimizing workflows for streamlined issue resolution.

- Collaborated with cross-functional teams to refine system functionality, improve user experience, and support efficient problem-solving for end-users.

EDUCATION

Azad Institute of Engineering and Technology | Lucknow   July 2023
Bachelor of Technology – Computer Science and Engineering

- Division : First
- Percentage : 82.50%

Avadh Collegiate | Lucknow   May 2019
Intermediate – PCM

- Division : First
- Percentage : 78.50%

Avadh Collegiate | Lucknow   June 2017
High School – Science

- Division : First
- Percentage : 79.80%

CERTIFICATIONS

- CCC (NIELIT) – May 2019
- HTML & CSS (Great Learning)
- Python (Great Learning)
- GitHub & ChatGPT (Great Learning)

LANGUAGES

- English
- Hindi

WEBSITES, PORTFOLIOS, PROFILES

LinkedIn: https://www.linkedin.com/in/arisudan-verma-av1/
GitHub: https://github.com/Arisudan1
Portfolio: https://arisudanverma.tiiny.site