

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

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|------------------------|----------------------------|
| ⑩ Quality Assurance | ⑩ HTML and CSS proficiency |
| ⑩ Software Engineering | ⑩ Unit Testing |
| ⑩ Regression Testing | ⑩ Quality Control |
| ⑩ Python | ⑩ Software Development |
| ⑩ Analytical Thinking | ⑩ Multitasking |
| ⑩ Problem-Solving | ⑩ Time Management |
| ⑩ Test Link | ⑩ Jira |

RELEVANT EXPERIENCE

Junior Engineer – Tech Support

Inergizer (Samsung) – Noida (December 2024 – December 2025)

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| ⑩ Delivered technical support for Samsung devices, ensuring efficient troubleshooting and resolution of hardware and software issues. | ⑩ Collaborated with service centers and cross-functional teams to enhance service operations and customer satisfaction. |
| ⑩ Analyzed recurring technical problems and provided feedback to QA and R&D for continuous product improvement. | ⑩ 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)

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| ⑩ Supported teammates in overcoming technical challenges, sharing knowledge of fintech and expertise for mutual growth. | ⑩ Utilized version control systems effectively, ensuring smooth collaboration between team members on shared codebases. |
| ⑩ Contributed to the successful completion of software development projects within tight deadlines. | ⑩ Ensured high-quality code delivery through rigorous testing and debugging processes. |
| ⑩ Worked with developers to identify and remove software bugs. | ⑩ Brainstormed with engineering team to determine appropriate code testing processes. |
| ⑩ Tested and deployed scalable and highly available software products. | ⑩ Identified and immediately resolved issues of Client on Support. |

Customer Support Associate

Tech Mahindra (Flipkart) – Noida (July 2023 – January 2024)

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| ⑩ Enhanced customer satisfaction by promptly addressing and resolving inquiries and concerns. | ⑩ Responded to customer requests for products, services, and company information. |
| ⑩ Collaborated effectively with cross-functional teams to address complex customer issues and achieve positive outcomes. | ⑩ Issued credits for contested returns, shipping fees, and damaged merchandise. |

RELEVANT PROJECT EXPERIENCE

Goodmaysys Software Technologies Pvt. Ltd.

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| ⑩ Conducted comprehensive testing and quality assurance for a live projects of client, ensuring optimal functionality, security, and reliability. | ⑩ Collaborated with development teams to troubleshoot and resolve issues, achieving a seamless user experience and maintaining high operational standards. |
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- ⑩ 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.
- ⑩ Gained in-depth knowledge of Forex exchange processes, including Anti-Money Laundering (AML) checks, sanctions screening, and compliance protocols with banking counterparties.
- ⑩ 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.
- ⑩ 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

- ⑩ Led front-end development and quality assurance for a Helpdesk Ticketing System, enhancing user interfaces and optimizing workflows for streamlined issue resolution.
- ⑩ 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	
⑩ Division : First	⑩ Percentage : 82.50%
Avadh Collegiate Lucknow	May 2019
Intermediate – PCM	
⑩ Division : First	⑩ Percentage : 78.50%
Avadh Collegiate Lucknow	June 2017
High School – Science	
⑩ Division : First	⑩ Percentage : 79.80%

CERTIFICATIONS

- ⑩ CCC (NIELIT) – May 2019
- ⑩ Python (Great Learning)
- ⑩ HTML & CSS (Great Learning)
- ⑩ GitHub & ChatGPT (Great Learning)
- ⑩ Software Quality Analyst – Nov 2024

LANGUAGES

- ⑩ English
- ⑩ Hindi

WEBSITES, PORTFOLIOS, PROFILES

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