GOPINATH M

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SUMMARY

Adaptable professional with a quick-learning ability and a talent for adjusting to new environments. Skilled in rapidly acquiring new knowledge and applying it effectively. Driven by a passion for continuous learning and successfully navigating change. Proven track record in evaluating software through user acceptance testing, collaborating with development teams to rectify defects.

EXPERIENCE

REDMAX Pharma (Chennai)

Designation: System Analyst (March 2022 – April 2024)

- Evaluated software through user acceptance testing for requirement compliance, gathering feedback from users for enhancements.
- Collaborated with development teams to communicate testing outcomes and facilitate the efficient correction of identified software defects.
- Prepare project-specific requirements, install and configure application software.
- Facilitated seamless technical support with tools like AnyDesk, TeamViewer, and Remote Access Tool.
- Identified and documented defects and delivered on-call support for CRMS-related issues.
- Conducted training sessions on software applications and processes for new employees.

Tech Mahindra Business Process Services Ltd (Chennai)

Designation: Executive – Trainer (January 2020 – August 2020)

- Conduct product training sessions for newly recruited employees.
- Managed performance of 0-90 days batches.
- Led floor process briefings and provided daily updates.
- Hosted daily standup meetings focusing on client updates.

Altruist Customer Management India Pvt Ltd (Chennai)

Designation: Executive – Trainer (May 2016 – January 2020)

- Conducted training sessions for new hires in outbound, inbound customer service, and email handling.
- Supported developers during the implementation of CRM system conversion to Siebel.
- Handled super audits and provided feedback to advisors and TLs.
- Held regular sessions with clients focusing on evaluating quality metrics.

C- Cubed Solutions Pvt Ltd (Coimbatore)

Designation: Senior Technical Support Representative (June 2011 –July 2012)

- Investigated customer computer issues and identified solutions.
- Provided remote computer support to resolve customer issues and support for Microsoft products.

EDUCATION

M.E - VLSI DESIGN (2014)
Institution: Ranganathan Engineering College, Coimbatore, Tamil Nadu.
(Affiliated to Anna University, Chennai) CGPA: 7.65 (First Class)

B.E - Electronics and Communication Engineering (2011)
Institution: Coimbatore Institute of Engineering and Technology, Coimbatore, Tamil Nadu.
(Affiliated to Anna University, Coimbatore) CGPA: 7.33(First Class)

DEEE - Diploma in Electrical and Electronics Engineering (2008)
Institution: V.L.B. Janakiammal Polytechnic College, Coimbatore, Tamil Nadu.
Percentage of marks: 70.46% (First Class).
Completed 10^{th}Sri.P.Malliyan Matric Higher Secondary School, Coimbatore with 50.36% marks.

SKILLS

Software Testing

Proficient in designing and executing detailed manual test cases to ensure comprehensive test coverage skilled in performing regression, performance and system testing with a focus on identifying defects and ensuring software meets specified requirements.

Automation Testing with Java and Selenium

Familiar with Selenium WebDriver for automating web applications using Java. Hands-on Experience in converting manual test cases into automation scripts. Hands-on experience with TestNG to create framework for code reusable and cross-browser testing to verify consistent application performance across various browsers. Knowledgeable in generating detailed reports from test executions.

Core Java & Object-Oriented Programming

A strong foundation in Core Java, coupled with a solid understanding of Object-Oriented Programming principles. Experienced in using control flow statements, arrays, and string manipulation to build efficient solutions.

Defect Tracking & SQL

Hands-on experience on Fireflink platform to create and run automated test scripts and raise defect report. Knowledge on Basic defect tracking tool like Bugzilla to raise and track defects. Proficient in SQL for querying databases, validating data integrity, and ensuring application performance. Capable of writing SQL queries to troubleshoot and verify data. Hands-on experience in API testing using Postman tool.

DECLARATION

I, **Gopinath** solemnly promises that the above information is true and best of my knowledge and I also work towards the company growth with teamwork, passion and dedication.

M.GOPINATH