DINESH TAMANG

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PROFESSIONAL SUMMARY

Computer Science graduate with hands-on experience in test automation, API testing, and quality assurance. Proficient in designing and implementing test cases and bug reports.. Demonstrated ability to identify and document defects while ensuring software quality throughout the software development lifecycle. Strong problem-solving skills with a keen eye for detail and a commitment to delivering high-quality software solutions.

EDUCATION

University of West London   **London, UK**
BSc (Hons) Computer Science | First Class Honours   *Graduated : January 2025*

WORK EXPERIENCE

Travelodge Hotels Limited   **London, UK**
Supervisor   *August 2024- Present*
- Increased customer satisfaction by 25% by implementing improved service protocols and team training programs.
- Boosted operational efficiency by 20% through process optimization and staff scheduling improvements.
- Enhanced workplace safety by developing and enforcing comprehensive health and safety procedures.

Receptionist (with F&B responsibilities)   *May 2023 - August 2024*
- Managed front desk operations using NRS and Opera systems, maintaining 95% accuracy in bookings records.
- Improved guest experience by resolving 90% of complaints during first contact of the customers.
- Increased positive reviews by 30% through attentive service and proactive problem-solving.

PROJECTS

Chatbot for Heart Disease Prediction | *Python, Machine Learning, Django, Hugging Face*
- Used Heart Disease Prediction dataset and implemented an SVM model in Python for accurate disease prediction.
- Developed a chatbot using Hugging Face Transformers by implementing NLP models, enhancing user interaction.
- Integrated ML model and chatbot API into a Django web app, with a JavaScript, HTML, and CSS front end.

Story Management System | *Java, oop, Junit*
- Designed and implemented an editorial workflow system with role-based access control for journalists.
- Created classes for different user roles using OOP principles with proper inheritance and encapsulation
- Developed comprehensive test cases using JUnit to ensure 95% code coverage and system reliability.

Portfolio Website | *React, JavaScript, Tailwind CSS, Vercel*
- Deployed a responsive portfolio website on Vercel, implementing CI and automated deployment workflows.
- Integrated EmailJS API for secure contact form and conducted API testing to ensure reliable message delivery.
- Performed comprehensive manual testing across multiple devices and browsers, addressing cross-browser compatibility issues and optimizing performance.

CERTIFICATIONS

- Test Automation Foundations - LinkedIn Learning (2025)
- Postman Essential Training - LinkedIn Learning (2025)
- Programming Foundations: Software Testing/QA - LinkedIn Learning (2025)

TECHNICAL SKILLS

- **Frontends:** React, HTML, CSS, Tailwind
- **Backend:** Python, Django, Java, Node.js
- **Developer Tools:** Git, GitHub, Vercel, Firebase
- **Testing:** Manual Testing, API testing, Postman, Junit