DISHA HEBBAR

Manual QA Engineer

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CAREER SUMMARY

Manual QA Engineer with experience in functional testing of web applications, writing test cases, and logging defects with proper severity and priority. Familiar with API testing using Postman and backend data verification using SQL. Strong understanding of SDLC, STLC, and bug life cycle, with a focus on delivering quality and reliable software.

TECHNICAL SKILLS

- **Manual Testing:** SDLC, STLC, test cases, bug life cycle, severity & priority
- **API & Backend Basics:** API testing fundamentals, Postman (manual), SQL (basic queries)
- **Frontend:** HTML5, CSS3, JavaScript, Tailwind CSS, Bootstrap
- **Web Performance:** Debugging, performance optimization, UI issue resolution
- **Tools:** Jira (basic), Chrome DevTools, VS Code
- **CMS:** WordPress (customization, plugins, debugging)
- **Support Tools:** Pega, Genesys Cloud, Google Workspace
- **Other:** DNS, SSL, hosting platforms (iPage, Domain.com, Network Solutions)

PROFESSIONAL EXPERIENCE

TECHNICAL ENGINEER| UnifyCx | Mangalore   Jun 2024 – Jan 2026

- Worked as a Technical Engineer, handling escalated tickets using Pega and Genesys Cloud, ensuring timely resolution of complex issues.
- Optimized iPage, Domain.com and Network Solutions hosting infrastructure, improving web performance by 20% and strengthening security protocols.
- Automated 15% of manual hosting tasks using PHP scripts, reducing operational overhead.
- Resolved 50+ complex hosting, email, and web application issues.
- Supported DNS, SSL, Google Workspace, and webmail configurations.
- Leveraged Pega to streamline case management workflows and improve service delivery times.

Full Stack Web Development Intern | Zephyr Technologies | Mangalore   Aug 2023 – Sep 2023

- Completed an intensive 4-week internship, gaining hands-on experience in full-stack development.
- Developed skills in HTML, CSS, Bootstrap, JavaScript, PHP, and SQL through practical projects.
- Built and deployed a Online Flower Store Website as part of the internship program.

EDUCATION

B.E. | Information Science and Engineering | AJ Institute of Engineering and Technology| CGPA: 8.6   2020 – 2024

Govindadasa PU College | PCMB | Percentage: 77%   2020

Vidyadayinee English Medium School | Percentage: 76.8%   2018

CERTIFICATIONS

- **Web Development & Job Preparation** – Internshala

  Completed a comprehensive program covering front-end development, back-end basics, and career readiness skills.

- **Programming with Python: Introduction for Beginners** – UpGrad

  Gained foundational knowledge of Python programming, including basic syntax, data structures, and problem-solving techniques.

- **Manual Software Testing & API Basics**

PROJECTS

- **AI Yoga Gesture Detection and Estimation**

  This project focuses on developing a real-time posture identification system using TensorFlow, MediaPipe, and PoseNet to enhance yoga practice accuracy by 90%. By leveraging AI, the system provides instant feedback to practitioners, helping them correct their posture in real-time. It promotes continuous improvement through precise, data-driven guidance. Overall, the project demonstrates the powerful fusion of AI and yoga for smarter, healthier practice.

  Technologies Used: TensorFlow, MediaPipe, PoseNet | Tools: Visual Studio Code

- **Online Flower Store Website**

  Developed a comprehensive web-based flower store management system to streamline the operations of flower shops. The system enhances customer experience through efficient order processing, inventory tracking, and seamless browsing of floral products.

  Technologies Used: HTML, CSS, JavaScript, PHP, SQL | Tools: XAMPP, Visual Studio Code

- **Clinic Management System**

  Designed a multi-role web application with dedicated interfaces for administrators, doctors, and patients. The system enables administrators to manage doctor profiles and specialties, while facilitating secure doctor-patient interactions for appointments and consultations.

  Technologies Used: HTML, CSS, PHP, SQL | Tools: XAMPP, Visual Studio Code

- **Blood-Buddy Mobile App**

  Built an Android application to connect blood donors, patients, hospitals, and blood banks. The app provides real-time access to information on nearby healthcare facilities and available blood types, reducing search time during emergencies.

  Technologies Used: Java | Tools: Android Studio