MADHAN KUMAR M

Software testing | Technical support engineer | QA Analyst | AutoCAD

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Career Objective

To obtain a challenging position in **Technical Support or Software Testing or AutoCAD** where I can apply my technical knowledge, troubleshooting ability, and communication skills to ensure quality service and contribute to organizational success.

Professional Summary

• B.E. Mechanical Engineering graduate with hands-on knowledge in Manual and Automation Testing.

• Skilled in troubleshooting system issues, handling client queries, and providing technical assistance.

• Good understanding of SDLC, STLC, Agile Methodology, and bug tracking tools like JIRA and Bugzilla.

• Strong analytical and problem-solving skills with customer support orientation.

Technical Skills

• **Software & Tools:** Selenium, JIRA, Bugzilla, TestNG, Maven

• **Technical Support:** Installation & Configuration, Troubleshooting, Network Basics, Customer Interaction

• **Programming:** Core Java, SQL ,C,HTML,Css

• **Operating Systems:** Windows (basic)

• **Design :** AutoCAD

Certifications

• Software Testing (Manual, Automation, SQL, Core Java, Cloud Beta Testing) – QSpiders

Academic Qualification

Qualification	Institution	University/Board	Year	Result
B.E. (Mechanical)	Agni College of Technology	Anna University	2022	CGPA 7.61
HSC	Maxwell Matric Hr. Sec. School	State Board	2018	63%
SSLC	Maxwell Matric Hr. Sec. School	State Board	2016	78.4%

Projects / Practical Exposure

• Designed and executed 100+ test cases on Amazon.com.

• Created 150 integration test cases on BookMyShow.

• Performed usability and globalization testing on MakeMyTrip.com and Goibibo.com.

• Conducted automation testing on saucedemo.com, demo.guru99.com, facebook.com, and other sites.

• Reported defects and tracked bugs using Bugzilla and JIRA.

Soft Skills

• Communication & Teamwork

• Logical Thinking

• Problem Solving

- Customer Support Orientation

Declaration

I hereby declare that all the information given above is true to the best of my knowledge and belief.