MEGHA JAGAN MAHALGAWE
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Dear Sir/ Madam:

Please accept this letter and the accompanying resume as an expression of my interest in a position with your organization.

As my resume indicates in July 2015, I have completed a Bachelor of Engineering Degree in Information technology from Nagpur University.

I would like to be an employee of an organization in which my effective performance will be met with recognition and growth.

I am certain I could mate significant contribution to your organization and I would welcome the opportunity to meet with you to discuss how my education and abilities might best be employed by your organization.

Thank you for your consideration. I look forward to your response.

Megha J. Mahalgawe

Career Objective:

- Looking forward to earmarking my career in your esteemed organization, providing the opportunity to utilize my potential to make a strong contribution towards organizational goals through continued development of professional skills.

Work experience:

1) Current Employer – Vertex Private Ltd.
   - Position Held   – Technical Support Executive
   - Duration   – Since 16 Feb 2016 to till date.

   Summary

   - Handle and support the queries of the customer and client from all over the world through phone or mail.
   - Resolve Complaints addressed to customer care service assurance cell and within the agreed Service Level Agreement (SLA).
   - Co-ordinate of facilities with various team viz. Business Team, NOC Team, MIS Team, IT Team and Back office.
   - Ensure that the issue is resolved completely and correctly to avoid repeat correspondence.
   - Provide online troubleshooting and technical support via phone, web based tools and email.
   - Troubleshooting networking issues like Link Down, Slow speed, Packet Loss etc.
   - Finding root cause analysis of faults and furnishing the same to the customer.
   - Working On Routing Protocols Static, EIGRP, OSPF, BGP.
   - Resolve customer issues within SLA with the help of supporting NOC teams.
   - Using applications Clarity, Putty, Open office, Lotus, CNM Portal, Toad ,etc
   - Taking confirmation from customer and closing trouble tickets also share RFO to customer.
   - Detailing trouble and network issues before escalating to other groups, this includes details that follow the General Problem-solving Model.
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Educational Qualification:

Qualification	Specialization	University /Board	Marks (%)	Year of Passing
B.E	Information Technology	Nagpur	50. 00%	2015
HSC	Science	Nagpur	60.67%	2008
SSC	Science	Nagpur	54.40%	2006

Computer Skill:

SQL, HTML,CSS, MS Office

Project During Testing Course

Title: **Transport System**

- **Role** : Software Tester

- **Description** : A transport system is a web application from which admin and branch. Manager can find all the information regarding to transport company's Services, trucks and can contact to get vehicle install in our company Branch manager can find how many vehicles is on the road through Company to theirs city or close to it.

    As a software tester, I have tested transport system created test cases based on functional requirement. Selenium IDE is also use to create test cases in transport system. After the test transport system application, I found a defect then I create a defect report according to IEEE 829 defect report format.

Title: **Shopping Cart**

- **Role** : Software Tester

- **Description** : A web based shopping cart is something like the original grocery shop.
    Shopping cart that is used by the customer in selecting certain products. Finally after selection the customer confirms orders for all the purchasing items and submits his/her credit/debit card or any other means of transaction at the checkout counter. Shopping Cart allows a web site owner to setup online store so that visitors can buy the product. Online In other words, it assists online shopping customers in selecting. Their purchasing items and paying bills through online payment by using. Their credit cards or any other means of transaction.

    As a tester, I tested this project using manual testing. After test the shopping cart, I found a defect then I create a defect report according to IEEE 829 defect report format.

Title : Tata Docomo
- **Role** : Software Tester

- **Description** : Tata docomo is a live web site https://www.tatadocomo.com

    As a software tester, I tested web site for practice purpose using automation tool. ie..Selenium IDE and web driver.

Title : Appraisal

- **Role** : Software Tester

- **Description** : Appraisal is a desktop based application,stored employee details. Admin is able to add employee details. He can perform update,delete operation and view details of employee.

    As a tester, I tested this project using manual testing. After test the Appraisal, I found a defect then I created a defect report according to IEEE 829 defect report format.

Paper presentation:

1) Title   : Paper presentation on Fast Re-Routing.
    Venue   : National level competition SPANDAN-2015 in Y.C.C.E., Nagpur.

2) Title   : Project presentation on Fast Re-routing
    Venue   : National level competition AMPLIFIA -2015 in K.D.K., Nagpur.

3) Title   : Project presentation on Skin Cancer Detection System
    Venue   : National level competition PRATIKRUTI -2014 in Y.C.C.E, Nagpur.

Personal Details:

- Name   - MEGHA J. MAHALGAWE
- Date of Birth   - 01 MARCH 1991
- Marital Status   - Single
- Nationality   - Indian
- Permanent Address   - Kanha nagari, Bhandara
- Languages Known   - English, Hindi, and Marathi
- Strengths   - Discipline, goal oriented approach

Declaration:

    I undertake that all the information specified is true to the best of my knowledge, and I bear the responsibility for the correctness of the above mentioned particulars.

Date: / /2017

Place: Megha J.Mahalgawe