




PRAFULL INGLE

Software Support Engineer

CONTACT

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-  Akola

EDUCATION

Bachelor of Engineering
From Sant Gadge Baba Amravati
University.

CERTIFICATION

- Software Testing
- Java.

SUMMARY

A professional with 1.3 years of experience in manual testing, website development, mobile application testing, web and mobile application support, requirement gathering, and troubleshooting, documentation, operating systems (Windows), software applications (Microsoft Office, Google, CRM software),

SKILLS

- Software Testing
- Manual Testing
- Website Development
- Jira
- Java
- Excel
- Word
- Powerpoint
- Communication
- Problem-Solving
- Time Management

EXPERIENCE

- Gembomart tradelink PVT. LTD Akola
Jun -2023 To August - 2024

PROJECT 1:

1) Project Name : Pickbay

RESPONSIBILITY :

- Understanding the requirements and communicating with BA team for better understanding of the requirements.
- Perform functional testing, re-testing, sanity testing, and black box testing.
- Identify bugs and report them to developers.
- Writing and executing test cases.
- Performing functional testing.
- Create Document.
- Maintain Data.
- Utilize software applications such as Microsoft Office, Google Suite, and CRM software.
- Manage problems: Identify and resolve the root causes of software issues.
- Develop website.
- Problem Management: Ability to identify and resolve root causes of software issues.

PERSONAL DETAILS

- Full Name : Prafull Devanand Ingle
- Nationality: Indian
- Language: Marathi -Hindi-English

PROJECT 2

1) Project Name : Appointment Adda

RESPONSIBILITY :

- Data Gathering and management.
- Excellent written and verbal communication.
- Handling CRM.
- Strong analytical and troubleshooting skills.
- Time Management: Ability to prioritize tasks and manage time effectively.
- Customer Service: Excellent customer service and support skills.
- Teamwork: Ability to work collaboratively with cross-functional teams
- Adaptability: Ability to learn new technologies and adapt to changing environments.