

## Contact

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## Top Skills

Troubleshooting

Quality Assurance

Testing

# Neena Varghese

Software Quality Assurance Analyst  
Canada

## Summary

Software QA Analyst with extensive experience as Manual Tester and Service desk support roles. Good exposure of testing skills, implementation, troubleshooting and system support activities.

-Experience of working in the complete Software Testing Life Cycle involving Requirement Analysis, Test Planning, Test-case Development, Environment setup, Test Execution & Testing cycle closure

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## Experience

### **ABELSoft Inc.**

Software QA Analyst

November 2021 - Present (2 years 2 months)

Burlington, Ontario, Canada

- Convert business requirements into test plans and test cases; prepare or maintaining documents
- Design and execute manual test plans and test scripts for complete modules and/or workflows
- Researching, compiling and analyzing information as per business requirements
- Work closely with software developers to develop test specifications and build test cases to rigorously test product functionality
- Manage workload or managing deadlines
- Follow through with investigation of all potential product test failures
- Verify and validate bug fixes

### **DriverCheck Inc.**

DC Agile Medical Administrator

March 2021 - November 2021 (9 months)

- Booked and registered COVID-19 and flu vaccine appointments using COVAX and Amenda software
- Efficiently worked on data entry for patients upon completion of COVID-19 vaccination project

## **Ontario Ministry of Government and Consumer Services**

Service Desk Analyst

March 2020 - August 2021 (1 year 6 months)

- Supported customers having data connectivity issues, assisting with troubleshooting steps and rebooting of hardware.
- Maintained composure and patience in face of difficult customer situations, applying escalation techniques and positive customer support.
- Analyzed, prioritized, researched and solved IT problems to achieve complete resolution for customers with minimal productivity loss.
- Developed, wrote and maintained detailed troubleshooting guide and knowledge base for use by other service desk staff and field service staff.
- Routed tracked and managed client's service desk tickets from inception to close and documented issues and results.

## **Concentrix**

Technical Support Specialist

June 2020 - October 2020 (5 months)

- Responded to 75-100 inbound calls per day in high call volume environment
- Escalated issues to the proper help desk associate when necessary and followed up on any escalated issues, all within a timely manner
- Worked as the Help Desk providing PC and Mobile support, diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations and upgrades.
- Ensure service delivered to our customers meets contractual Key Performance Indicator ('KPIs')

## **Traks Pro India**

System Administrator/ Office Administrator

November 2016 - September 2017 (11 months)

- Perform invoice coding and submit invoices to corporate office for payment.
- Maintain all required documentation that includes business continuity documentation and seating charts for office.
- Identify strategies to improve services, systems and process.
- Interact with callers regarding the training program and providing them admission for the crash courses

## **BNY Mellon**

Software Quality Assurance Analyst

May 2015 - September 2017 (2 years 5 months)

Chennai, Tamil Nadu, India

- Analyzed system functional requirements and derived test coverage based on available documentation and walk-through with subject matter experts
- Creation of metrics and test status reporting, provided detailed analysis of test progress and results. Analyzed, tested and provided resolution for customer queries raised through incident ticket
- Maintenance of UI automation scripts, functional scripting and data maintenance. Test and defect management in HP ALM11 and supported production operations and enhancements

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## **Education**

Cambrian College

Postgraduate Degree, Cloud computing · (2018 - 2019)

Mahendra Institute of Technology

Bachelor's degree, Electronics and communications engineering · (2011 - 2015)