

Pranav Salgotra

Software Tester

Phone: (437) 260 5009

Email: pranavpranav24@icloud.com

Address: 56, Lake Louise Dr, Btampton Ontario L6X4Y6

Profile

Software Tester with almost **2 years of experience** in performing Functionality Testing, Integration, regression Testing. Strong knowledge of SDLC and QA Life Cycle. Experienced in testing Client/Server Web-Based, Mobile applications and physical products. Efficient in writing Test Plans and Test Cases based on business requirement.

Software Skills

- ◆ **Programming skills:** C++, SQL, MongoDB, Python, JavaScript, HTML, CSS, PHP
- ◆ **Technical skills:** QT, VS Code, SQL Developer, Atom, Code Blocks, Unity
- ◆ **Computer skills:** MS Office; OS: Mac, Windows 10/8/7/Server2012

Work Experience

Apple

Technical support specialist, North America

April 2022 - Present

- ◆ Providing support to users all over North America.
- ◆ Handling requests for resets, VPN management.
- ◆ Providing support to businesses managing special IOS profiles and device management.
- ◆ Excellent customer service along with handling frustrated customers.
- ◆ Working together with multiple high level and specific groups.
- ◆ Handling requests for hands on services like repairs and visual assistance.
- ◆ Reporting software issues to management and development teams.
- ◆ Maintaining excellent logs with all the details that are relevant to the case.

Bank Of Montreal

Technical support specialist, United States

February 2022 - April 2022

- ◆ Provided support to over 9000 employees over the united states.
- ◆ Processed and completed ADDS requests.
- ◆ Handled access managements through internal softwares.
- ◆ Provided support with company provided equipment like phones and computer systems and services.
- ◆ Maintained excellent reports with employees and detailed reports with internal system.

Klarna

Technical Support, Columbus, Ohio, US

September 2021 – February 2022

- ◆ Provided and processed information in response to inquiries, concerns, and requests about products and services.
- ◆ Guided customers through complicated steps and educated them about the application.

- ◆ Provided answers to clients by identifying problems, researched answers, entered necessary commands.
- ◆ Evaluated, prioritized and responded to the service requests with a resolution.
- ◆ Performed analysis and diagnosis of routine PC problems for end user, recommended and implemented solutions.

Student Management Software

Project, Montreal, Quebec, CA

March 2021 – July 2021

- ◆ Created a virtual environment consisting of five virtual machines – Router, DNS, Webserver, Client 1, Client 2 by using virtual Box and windows 8.1, 10, Server.
- ◆ Managed ADDS and client information and access.
- ◆ Installed and configured the machines giving access of the web application that I built using PHP, CSS, and HTML to the clients.
- ◆ Tested the functionality of the application through both manual and automated testing techniques with Python and Selenium languages.
- ◆ Created incident reports and documentation of all the bugs found.
- ◆ Created multiple test cases and reports documented them properly.

Shadex

QA and Testing Associate, Toronto, Ontario, CA

September 2020 – September 2021

- ◆ Ensured the products meet functional and design specifications.
- ◆ Reported any observed quality issues to the senior management in the product.
- ◆ Complied with all established testing guidelines and perimeters.
- ◆ Maintained a detailed account of all quality testing results.

Education

Matrix College of Management Technology and Healthcare Inc.
(Diploma in Computer Science Technology – Software Testing)
Montreal, Quebec, CA

Jan 2020 – Aug 2021
3.7/4 GPA

Summary of Skills

- ◆ Creating test cases from gathered requirements.
- ◆ Gathering and reviewing business and functional requirements.
- ◆ Excellent attention to detail and great problem solving skills.
- ◆ Good understanding of SDLC and methodologies like waterfall, agile and iterative.
- ◆ Strong ability to work in a computerized environment and to multi-task simultaneously.
- ◆ Ability to type quickly and accurately with a speed of over 35 words / minute.
- ◆ Exceptional communication, collaboration, relationship building and intercultural skills.

