SAHIB NARANG

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PROFILE

- Three-years of experience in practicing agile methodologies.
- Experience engaging with different clients and development teams using scrum to design, build and test complex solution.
- Developed and implemented test cases templates, test plans for automated testing, executes benchmark performances of the software products.
- Defined and implemented processes for increasing the quality of the software products by 25%.
- Two-year experience revolving around creating and testing manual and automated testing.
- Experience in using automated testing tools like cypress.io
- Experience working with developers to troubleshoot and resolve defects
- Two years of experience revolving around customer service and business-client relationship.
- Knowledgeable in HTML/CSS, JavaScript, PHP, React, MongoDB and SQL.

EDUCATION

ComIT   **Aug 2020 – Dec 2020**
Full Stack Web Development   *Winnipeg, MB*

Red River College   **Jan 2018 – May 2020**
Business Technology Management   *Winnipeg, MB*

EXPERIENCE

Floor Supervisor   **Aug 2020 – Present**

SkipTheDishes   *Winnipeg, MB*

- Works with team leaders to ensure deliverables and expected outcomes are fulfilled as per requirements.
- Ensures timely setup and management of resources available.
- Identifies different stakeholder and their engagements to ensure the information is correctly updated.
- Managed team conflicts, to ensure the operations run smoothly.
- Supervised over 50 staff to ensure operations run efficiently in an intensive business environment, while handling customer complaints.
- Effectively facilitated meeting with leadership and coordinators on a daily basis.
- Ability to communicate and motivate staff in achieving individual goals.

Operations Specialist   **May 2018 – Aug 2020**

SkipTheDishes   *Winnipeg, MB*

- Resolved problems by clarifying issues; researching and exploring answers and alternative solutions implementing solutions; escalating unresolved problems.
- Provided excellent customer service for users through personal and friendly experiences.
- Worked quickly and efficiently in order to provide timely support to Users.
- Provided resolutions to customer issues by phone and by email.

- Determined customer needs and worked together to come up with a solution that helped all partners succeed.
- Developed and improved verbal and written communication skills by communicating with restaurant owners and customers for getting order-issues resolved.
- Mentored new employees to help them become more efficient in providing customer service to maximize efficiencies.

Quality Assurance Analyst   **April 2019 – Aug 2019**

ACE Project Space   *Winnipeg, MB*

- Developed and maintained test cases templates, use cases, test plans and data.
- Developed test strategies and plans for automated and manual testing.
- Developed both functional and non- functional tests to maintain the quality of the delivered products.
- Developed project charters, project work plans, and statements of work to meet project requirements.
- Reviewed Product Requirements and organized test plans.
- Prepared test scenarios and executed the test cases using automation testing software including cypress.
- Created and maintained comprehensive project documentation.
- Worked and managed a team comprising of individuals with various merits.
- Proactively worked with the team to make sure that the deliverables were delivered according to project deadlines.

VOLUNTEER

Web Developer   **December 2020 – Present**

unTribe   *Winnipeg, MB*

- Implementing web services for communicating one application to another application by using SOAP.
- Designing the development of presentation layers using HTML, CSS, Javascript, and jQuery.
- Used Javascript and jQuery for validating the input given to the user interface.
- Conducting software and system testing procedures, release testing, beta support, and bug verification.
- Developed and designed a dynamic responsive website.
- Supported existing applications like adding new features to a webpage, data corrections, development issues.
- Worked with developers to detect and trouble shoot bugs.

REFERENCES

Upon Request