M I SANJAY

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ABOUT ME

An enthusiastic and detail-oriented individual with experience as a Technical Advisor in chat process, now seeking an entry-level opportunity in Quality Assurance. Highly motivated to build on my foundational knowledge and apply strong troubleshooting, problem-solving, and communication skills. Eager to utilize my software testing knowledge to ensure the delivery of high-quality products and contribute to the organization's success.

INTERNSHIP & CERTIFICATIONS

Completed an internship in Software Testing at Kodnest, Bangalore, where I received hands-on experience and comprehensive training in both manual and automation testing of software.

Selenium WebDriver with Java -Basics to Advanced+Frameworks from Udemy
https://www.udemy.com/certificate/UC-250315b1-1255-42b5-a19a-2ba765588332/

TECHNICAL SKILLS

Testing Tools: Selenium WebDriver, TestNG, Maven

Programming: Java (OOPs, Collections, Exception Handling)

Frameworks: Page Object Model (POM), Data-Driven, Hybrid

Tools/Platforms: Eclipse, Visual Studio, JIRA (basic)

Concepts: SDLC, STLC, Functional & Non-Functional Testing, Test Case Design & Execution

PROJECTS

1. Manual Testing – OpenCart Web Application
- Designed & executed 50+ test cases covering user registration, product search, cart, and checkout.
- Reported 10+ critical bugs, ensuring functional accuracy and usability.
- Prepared test documentation including Test Plan & Test Cases.

2. Automation Testing – Luma Shopping Web Application
- Automated 20+ regression test cases using Selenium, TestNG, POM.
- Implemented Data-Driven Framework and integrated with Jenkins CI/CD, reducing test execution time by 40%.
- Performed cross-browser testing and integrated Log4j for logging & debugging.

PORTFOLIO

https://sanjaynaik98.github.io/Portfolio/

WORK EXPERIENCE

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Technical Advisor
- Provided real-time technical support to customers via chat for software and hardware-related issues.
- Assisted users in troubleshooting common technical problems, such as login errors, connectivity issues, system configuration, and application usage.
- Documented each support interaction accurately in the ticketing system, including issue description, steps taken, and resolution provided.
- Escalated unresolved or complex issues to higher-level technical teams as per defined protocols.

FREELANCE

- Built and deployed a client website for a Scuba Diving business using HTML, CSS, and JavaScript.
- Developed responsive layouts ensuring mobile and desktop compatibility.
- Integrated engaging UI/UX elements to improve customer reach and online visibility.
- Delivered a fully functional live website hosted on Netlify: adventureinmurudeshwar.netlify.app
- Collaborated with the client to gather requirements and provided ongoing technical support.

EDUCATION

P DA College Of Engineering, Kalaburagi   C.G.P.A - 8.5   2019 - 2022