Seethalakshmi Balaji

Test Automation Engineer

Experienced Automation Engineer in Testing, skilled in creating robust frameworks, executing automated test scripts, and resolving complex issues for high-quality software solutions.

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📍 Bengaluru, India

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WORK EXPERIENCE

Test Analyst
Indoh Group

03/2020 - 02/2021   *Chennai, India*

Achievements/Tasks

- Developed test plans and test cases to ensure the quality and accuracy of software applications
- Debugged and analyzed failed tests to identify root causes and suggest corrective measures
- Investigated, identified and documented software bugs and worked with developers to resolve them

Tech Support Executive
Lemon Peak Pvt. Ltd

08/2017 - 04/2019   *Chennai, India*

Achievements/Tasks

- Documented customer support processes and procedures, resulting in a 40% reduction in customer support errors
- Developed a process for tracking customer issues and their resolutions, resulting in improved customer support processes
- Collaborated with cross-functional teams to ensure customer inquiries are handled in a consistent manner and customer needs are met

Process Analyst
Tata Consultancy Services

02/2016 - 07/2017   *Chennai, India*

Achievements/Tasks

- Resolved customer inquiries in a timely manner, resulting in an 92% satisfaction rating
- Collaborated with cross-functional teams to ensure customer inquiries are handled in a consistent manner and customer needs are met
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EDUCATION

Automation Testing in Python
GUVI Geek Edtech

06/2022 - 01/2023   *Bengaluru, India*

Courses

- Course

Bachelor of Business Administration
Madras University

06/2012 - 04/2015   *Chennai, India*

SKILLS

SQL | HTML & CSS | Manual Testing | API Testing | Automation Testing | Python | Selenium

TOOLS EXPERTISE

PyCharm

IntelliJ

DB Visualizer

My SQL WorkBench

Sieble

Corel

LANGUAGES

English
Full Professional Proficiency

Tamil
Native or Bilingual Proficiency