|  |  |
| --- | --- |
|  | Neil Goswami  neil.goswami10@gmail.com  |   407-756-6687  |   Oviedo, FL 32765 |

|  |  |
| --- | --- |
| Summary | Experienced Software Quality Assurance Tester with familiarity of dealing with testing and support in both desktop and web-based environments. Analyzed pre- and post-development applications to isolate and resolve performance errors through cooperation with development and technical support teams. Dedicated to superior debugging services through exceptional communication, prompt and precise diagnosis and effective solutions. |

|  |  |  |  |
| --- | --- | --- | --- |
| Skills | |  |  | | --- | --- | | * Strategic planning and review * Computers and electronics * Software system testing * Test case development * Improvement recommendations * Documentation and materials * Application development * HTML | * JIRA * System Administration * QA testing * Microsoft PowerShell * Python * Writing queries * Microsoft SQL | |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Experience | |  |  | | --- | --- | | Quality Assurance Analyst | 08/2021 - 12/2021 |   Central Florida Expressway Authority | Orlando, Florida   * Tested the website, the CRM, and the mobile application for the highway toll system known as Epass * Written Reports in Excel * Opened up tickets in Jira whenever an issue is found.  |  |  | | --- | --- | | Front Desk Representative | 07/2018 - 08/2018 |   Orange County Supervisor of Elections | Orlando, FL   * Answered phones to respond to customer inquiries and transfer calls to appropriate staff members. * Managed customer complaints and rectified issues to complete satisfaction. * Welcomed patrons to front desk and engaged in friendly conversations while conducting check-in process. |

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Training | |  |  | | --- | --- | | B.S: Information Technology | 01/2021 |   Florida International University |

|  |  |
| --- | --- |
| Certifications | * Certifications: Kaseya Certification – IT Automation Adobe Certified Associate – Web Authoring Using Adobe Dreamweaver 2015 Adobe Certified Associate – Visual Communication Using Adobe Photoshop 2015 |

|  |  |
| --- | --- |
| Interests | Hobbies: Metal Music, Video games, Car maintenance, Guitar |

|  |  |
| --- | --- |
| Websites, Portfolios, Profiles | * https://www.linkedin.com/in/neil-goswami-3b407b152/ * https://skynetuser127001.github.io/ * https://github.com/SkynetUser127001 |