|  |  |
| --- | --- |
|  | Neil Goswami  neil.goswami10@gmail.com  |   407-756-6687  |   Oviedo, FL 32765  https://www.linkedin.com/in/neil-goswami | Skynetuser127001.github.io/ |

|  |  |
| --- | --- |
| 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. |

|  |  |  |  |
| --- | --- | --- | --- |
| Education and Training | |  |  | | --- | --- | | B.S.: Information Technology | 04/2021 |   Florida International University |

|  |  |  |  |
| --- | --- | --- | --- |
| 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 SQL queries * Microsoft SQL Server * Azure DevOps | |

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Experience | |  |  | | --- | --- | | Lead IT Technician (Contract) | 05/2022 |   Orange County Supervisor of Elections | Orlando, FL   * Delivered on-the-job training and development initiatives to new hires and contractors. * Created a new updated build for voting software on surface pro tablets. * Cut Ethernet wires and crimped Ethernet wires with connectors. * Tested proprietary DS200 voting machines and reported any issues faced during testing. * Created local area networks for ballot printers to communicate with tablets. * Created network that establishes communication between IP capable power strips with the admin computer to charge 1000 surface pro tablets. * Disassembled and reassembled Oki 9600 and 9650 printers to conduct preventative maintenance for Election Day.  |  |  | | --- | --- | | Standardized Test Grader (Temp Position) | 04/2022 - 05/2022 |   Data Recognition Corporation | Orlando, FL   * Graded student papers for Ohio's Eight Grade Standardized Test * Graded student responses for Georgia's Tenth Grade Standardized Test * Graded at least 300 papers a day according to each state's rubric  |  |  | | --- | --- | | Quality Assurance Analyst (Contract) | 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. |

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

|  |  |
| --- | --- |
| Projects | * Created Personal Website with HTML and CSS to display resume and portfolio * Created Web Browser in Python using the PyQt5 web engine for Arch Linux |

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

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