

ABHIJITH MURALIDHARAN



Highly motivated individual with a passion for excellence and growth. Effective communicator with strong problem-solving skills. Dedicated to continuous learning and personal development. Thrives in collaborative environments and values teamwork. Committed to delivering exceptional results and exceeding expectations. Eager to contribute positively and drive impactful outcomes.

Experience

2023 - 2024

Infinity Learn | Bangalore, India
Portal Operations Analyst

- Managed the day-to-day operations of the organization's online portals, ensuring seamless functionality and user satisfaction therefore boosting the overall performance by 80%.
- Provided technical support to portal users, addressing inquiries and troubleshooting issues promptly to maintain high levels of user satisfaction.
- Conducting regular quality assurance checks to ensure data integrity, compliance with standards, and optimal performance of the portals.
- Generating and analyzing portal usage metrics and performance indicators to identify trends, assess effectiveness, and inform decision-making.
- Developed and delivered user training materials and documentation to facilitate efficient use of the portals by internal and external stakeholders.

2022 - 2023

Wizklub Learning Pvt Ltd | Bangalore, India
Intern - Robotics (Field Application Engineer)

- Assisted in providing technical support to customers, including troubleshooting technical issues and offering solutions.
- Participated in product evaluations and demonstrations, ensuring products met customer requirements.
- Contributed to conducting training sessions and workshops on robotics concepts, programming, and hands-on activities for students and educators.
- Collaborating with customers to customize solutions to their specific needs, including developing prototypes or configuring applications.
- Assisted in gathering feedback from students, educators, and customers to identify areas for improvement in products and programs.
- Supported sales teams in identifying potential business opportunities and participating in customer meetings and presentations.
- Traveling to various customer sites in locations including Bangalore, Chennai, Tirupur, Andhra Pradesh, Mumbai, Indore, and Bhopal, as required, to offer on-site support, conduct training sessions, and engage in customer meetings and events.

Project

Development and Testing of E-Learning Platform

Role: Software Testing

Institution: Nettur Technical Training Foundation (NTTF), Bangalore

- Executed manual testing on an e-learning platform to ensure functionality, usability, and reliability of features.
- Developed and implemented detailed test cases, test plans, and test scripts based on software requirements and specifications.
- Conducted regression testing to verify that new code changes did not adversely affect existing functionality.
- Identified, documented, and tracked software defects using Bug Tracking Tool (JIRA).
- Collaborated with developers and project managers to ensure timely resolution of identified issues and to enhance overall software quality.
- Participated in daily stand-ups and sprint planning meetings to align testing efforts with project goals and timelines.

Certification

2024 - Present

Software Testing (Manual & Automation Certification)
Excelr Solutions | Bangalore, India

Declaration

I hereby declare that the above information is true and correct to the best of my knowledge & belief and nothing has been concealed or distorted.

Yours faithfully,
Abhijith Muralidharan

Contact

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Email

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Address

Bangalore, India

Education

2019 - 2022

Diploma in Information Technology & Data Science
Nettur Technical Training Foundation (NTTF), Bangalore

2014 - 2016

Higher Secondary Education
Board of Higher Secondary Kerala (Wadihuda Higher Secondary School), Kannur

2012 - 2013

SSLC
Board of Public Examination Kerala (Moothedath High School), Kannur

Technical Skills

- Python
- HTML / CSS
- SQL
- Software Testing
- JIRA Software
- Microsoft Excel
- IT Technical Support
- Troubleshooting
- Software Installation

Language

English	<div></div>
Malayalam	<div></div>
Hindi	<div></div>
Tamil	<div></div>