

Job Seeker SKILLS Chandler, AZ Enthusiastic entry level Scrum Master. Has worked in Agile environment as a Test Analyst. Able to check function, layout and operation for usability and visual design issues. Familiar in working with JIRA management tool. Agile methodology - JIRA Agile workflow processes Agile framework understanding Manual test case preparation Automation knowledge Defect monitoring Troubleshooting problems Authorized to work in the US for any employer Work Experience Certificant ID 2019 to Present Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches. Identified bugs and issues within system and applied troubleshooting techniques for mitigation purposes. Collaborated with developers and product owners to stay current on product features and intended functionality. Debugged code and located root causes of problems by reviewing configuration files and logs. Identified and prioritized test cases to automate in addition to raising bugs using Quality Centre. Independent Contractor - Freelancer Bengaluru, Karnataka April 2016 to December 2018 Windows Systems Administrator IBM India Private Ltd - Bengaluru, Karnataka May 2008 to September 2009 Resolved issues and escalated problems with knowledgeable support and quality service. Maintained flexible schedule and responded to after-hours and weekend emergencies. Involved in Patch Installation, post Patch System Files/Services Validation. Provided Tier 1 and Tier 2 technical support. Education Bachelor of Technology in Information Technology Anna University - Chennai, Tamil Nadu 2007

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