

# Shivank Goyal

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## EDUCATION

### Amity University

*Master of Business Administration*

**July 2023 – Present**

*Noida, Uttar Pradesh India*

### Krishna Engineering College

*Bachelor of Arts in Computer Science; CGPA: 7.92*

**August 2017 – August 2021**

*Ghaziabad, Uttar Pradesh India*

## TECHNICAL SKILLS

**Languages and Databases:** C/C++, HTML, CSS, Javascript MYSQL,

**Developer Tools:** JIRA , Confluence , Zephyr , Unigy , Putty , SQL Developer , VS Code , Codeblock Eclipse , NCE, U2000, MAE, ELOGGER, IMANAGE, Linux

## EXPERIENCE

### Quality Software Engineer

*Tech Mahindra*

**October 2023 – July 2024**

*Noida, Uttar Pradesh, India*

- Performed thorough mobile application testing on iOS and Android devices through Unigy Soft Client as part of IPC Unigy PL QE Project, ensuring top-notch quality and user experience.
- Managed quality assurance initiatives for IPC project, deploying robust testing strategies resulting in a 25% increase in software reliability and customer satisfaction.
- Led the planning and implementation of specialized test plans for IPC applications, incorporating both functional and non-functional criteria. Executed comprehensive testing procedures to verify effective communication between processes and modules, promoting seamless operations.
- Spearheaded collaborative efforts with developers, system architects, and project managers to delve into IPC intricacies and establish effective communication channels for issue resolution; played an integral role in daily stand-ups and sprint reviews to ensure testing efforts were closely aligned with the development road-map.
- Optimized defect resolution process by conducting thorough reviews and collaborating with development teams, resulting in a 30% increase in on-time defect resolutions and improved overall product quality.
- Directed comprehensive performance and scalability testing initiative within IPC framework, identifying critical bottlenecks and streamlining communication efficiency between processes; resulting in a 30% increase in system performance and responsiveness.
- Designed and Prepared the documentation of 200+ test cases, results, and defect reports; delivered weekly status updates and comprehensive test summaries to project stakeholders, fostering transparency and expediting decision-making processes.

### Software Engineer

*Tech Mahindra*

**December 2022 – September 2023**

*Noida, Uttar Pradesh, India*

- Led network management endeavors, overseeing NOC tasks, optimizing fault management protocols, and customizing NMS products to align with unique client requirements; boosted operational efficiency by 35% and enhanced network performance consistently
- Directed comprehensive troubleshooting initiatives for NMS and EMS, utilizing advanced diagnostic tools and methodologies to swiftly identify and rectify all system-related issues, minimizing service disruptions.
- Engaged with users to identify and resolve network and device issues , implementing proven technical or procedural remedies. Performed analysis, implementation, testing and documentation of incidents and change requests.
- Analyzed application and server logs to troubleshoot technical issues, identifying and resolving root causes; reduced system downtime by 20% through proactive monitoring and analysis of log data.

### Associate Software Engineer

*Tech Mahindra*

**September 2021 – November 2022**

*Noida, Uttar Pradesh, India*

- Orchestrated a project in BT's Atlantis Billing Development team focusing on enhancing service delivery; spearheaded the initiation of 50+ Service Requests and Incident Responses, streamlining server access and resolving system issues proficiently.
- Implemented data-driven strategies to identify and address bottlenecks in the normal change process in Snow Beta, resulting in a 20% increase in change request efficiency and a 10% reduction in change-related errors.
- Implemented comprehensive SQL and Putty training program, leading to a 30% reduction in database errors and a 20% increase in network connection stability; elevated team proficiency and streamlined operations.