ARKAPRAVA DAS

Product Support Specialist | Manual Tester |
Pursuing Test Automation | QA

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https://www.linkedin.com/in/arkaprava-das-427420189
Projects: https://github.com/apd2019/automation-test-repo.git

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SUMMARY

Experienced Product Support Specialist with expertise in SAAS product seeking a position at Test Automation. Skilled in troubleshooting complex technical issues and providing exceptional customer support. Proven ability to analyze and test software applications to ensure optimal functionality and user experience. Adept at collaborating with cross-functional teams to deliver quality products on schedule.

SKILLS

- **Technical Skills:** Automation Testing, Manual Testing, JAVA, Maven, Selenium WebDriver, Cucumber, TestNG, POM, Postman, API Testing, Functional Testing, HTML, CSS, Git, GitHub, User Acceptance Test, Adhoc testing, Usability Testing, Edge Case Testing, Advanced Excel, Intercom, Troubleshooting, Bug reporting, Jira Atlassian, Live chat support, Google Docs, Google Sheets, Eclipse, Slack

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WORK EXPERIENCE

PRODUCT SUPPORT SPECIALIST | QA ASPIRANT   Feb 2023 - Present
Aezion Technologies   Bangalore, KA

- Conducted end-to-end testing (UAT, sanity, exploratory, UI/UX, and edge case testing) to ensure seamless software functionality and user experience before deployment and that made an escalation-free environment.
- Created a learning path in automation testing, gaining hands-on experience with Selenium WebDriver, Java, TestNG, Cucumber, Page Object Model, Postman and API Testing to aid the transition to automation QA.
- Improved product stability by identifying and reporting software flaws through log analysis, web application inspection, and replication of customer-reported problems which reduced 20% of overall anticipated issues.
- Collaborated with the QA and development teams during Agile sprints, contributing to testing cycles and refining test cases to improve coverage (used mostly JIRA ticket management).
- Developed detailed technical documentation, such as troubleshooting guides, and FAQs to improve knowledge sharing that automated 20% of the recurring tasks.
- Improved customer satisfaction by providing live chat by 95% or email support and troubleshooting and replicating issues on different environments and providing with resolutions in a timely manner.

SENIOR TECHNICAL SUPPORT ENGINEER
Aezion Technologies

Feb 2022 - Jan 2023
Bangalore, KA

- Troubleshot and Resolved intricate technical challenges across web and mobile applications, reducing downtime and ensuring a seamless user experience.
- Conducted thorough testing and validation of features through UAT, sanity checks, exploratory testing, and UI/UX evaluations through Usability Testing to identify bugs and improve usability prior to launch.
- Provided immediate support through chat and escalated issues via Jira ticketing systems when needed, swiftly addressing customer concerns.
- Analyzed web applications using browser developer tools, logs, and API responses to identify problems and offer constructive feedback to developers.
- Developed clear and concise documentation, including troubleshooting guides, FAQs, and knowledge base articles, empowering both users and internal teams.
- Worked collaboratively with cross-functional teams in an Agile environment, as well as product launches to boost overall efficiency.

TECHNICAL SUPPORT ENGINEER
Aezion Technologies

Feb 2021 - Jan 2022
Bangalore, KA

- Delivered real-time chat and email support for web and mobile applications based on SaaS, maintained high customer satisfaction by 95%, and resolved issues promptly.
- Conducted User Acceptance Testing (UAT), Quality Assurance (QA), and Sanity Testing to ensure bug fixes and validated new feature releases.
- Isolated executions in Sandbox environments/Virtual Machines to detect issues in different environments in the early stages.
- Performed root cause analysis and troubleshot issues in web and mobile applications, working closely with the development team to find technical solutions.
- Created and updated technical documentation, knowledge base articles, and troubleshooting guides to enhance support processes.
- Analyzed web applications using browser developer tools to inspect and debug UI/UX issues, enhancing application performance and usability.

EDUCATION

Diploma | Civil Engineering (10 + 2 + 3)   Jun 2017
Bishnupur Public Institute of Engineering | WBSCTE | AICTE

Languages: English, Hindi, Bengali

Certifications: Pursuing Automation Test Engineer course by Simplilearn