Charles A S

I have 9+ Years of experience in the Information Technology / Non-Information Technology. I see my future as a Quality Assurance Analyst before me and I believe I can bring my Knowledge on Testing to your project and gain new experience to grow my career within your esteemed company.

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| **Education Details** |  |  |
| **Title of the Degree with Branch** | **College/University** | **Year of Passing** |
| Master of Computer Applications | Karunya University, Coimbatore | 2012 |
| B.Sc Computer science | SNR Sons College, Bharathiyar  University, Coimbatore | 2009 |
| **Career Chronology** |  |  |
| * Working as a **Customer Success Specialist** iamneo, Coimbatore from September 2022 – Till date. * Worked as a **Test Analyst** in IOTROZTECH from Jan 2019 – December 2020 * Worked as a **Sr. Business Development consultant (Freelancing)** in Vihaan Direct a part of QI groups. * Worked as a **Data Analyst** in Maxval-ip Services, Coimbatore from July 2014 – March 2016 * Worked as an **Indexing E-Publisher** in Datamatics Global Services, Chennai from February 2013 - June 2014 * Worked as an **Online System support** in IV support Tech Chennai from August 2012 – January 2013  Skill set  * Have Knowledge on Testing (**Functional testing, System Integration Testing, Regression Testing Agile Methodology).** * Familiar with Understanding Document, Test Strategy, Test Plan, Test case, Test Result, Test Summary Report. * Hands on Experience in **JIRA, Trello, Asana, Postman (API), Selenium (Basic Level).** | | |
| **Technical Expertise** |  |  |

* Certified in Hardware and networking and troubleshooting.
* Hardware /Platforms: Windows 7 and 10, MAC

# Experience Summary

**Contact Details**

Mobile No: **+91 9894512204**

Email: [**charlesas110@gmail.com**](mailto:charlesas110@gmail.com)

**Competencies**

* Examines and evaluates the client requirement
* Provided updates in daily status calls.
* Involved in Functional & Regression Testing
* Experience in understanding the Customer Requirements and deriving the Test Scenarios/Conditions based on the Requirements.
* Involved in Test planning
* Involved in Product Enhancement
* Report Handling
* Client management
* Client Relationship
* Customer management
* Business development
* Customer Relationship Management

**Employment History**

## Organization: iamneo, Coimbatore

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| --- | --- |
| *Role* | Customer Success Specialist |
| *Tools* | Jira, Zoho Desk, Asana, Hubspot, Google Doc, Excel |
| *Period* | Sep 2022 – Till date |

### Project:

### Responsible for collecting requirements and conducting the Hackathon for colleges and top IT concerns.

### Key Skills and Competencies:

### Client Relationship

### Client Management

### UAT and System Testing

### Requirement gathering

### Client Engagement

### Client Retention

### Program manager

### Product Enhancement

### Product Bug reporting

### Product Presentation

## Organization: QI Groups (Vihaan Direct), India

|  |  |
| --- | --- |
| *Role* | Business Development and Sales Manager (Consultant) |
| *Tools* | Google Doc, Excel |
| *Period* | Mar 2016 – Feb 2022 |

### Key Skills and Competencies:

1. Lead Generation.
2. Cold Calling, creating pitch for Calling.
3. Prospecting to find out potential customer.
4. Customer Handling and Customer Relationship and solving Customer Issues.
5. Product Presentation and Business Presentation.
6. Goal setting on driving the Team to achieve the Goals.
7. Handled a Team size of 20 and managing their calls and sales activity.
8. Team Building and supporting team during sales call.
9. Training the team and guiding them to make prospective calls.

## Organization: IOTROZTECH, Coimbatore

|  |  |
| --- | --- |
| *Role* | Test Analyst |
| *Tools* | CRM, Zoho Desk, Trello, Sendy, Jira Google Doc. |
| *Period* | Jan 2018 – December 2019 |

### Key Skills and Competencies:

1. Involved in Analyzing Requirements Specification.
2. Involved in Designing Test Plan and Test Cases.
3. Involved in Functional & Regression Testing.
4. Involved in reporting defects and tracking them till closure in JIRA.
5. Involved in UAT.
6. Client Requirement gathering for Customization.
7. Ability to grasp the application knowledge quickly.
8. Provided updates in daily status calls.
9. Involved in Test data preparation.

10.Delivered the project on time.

## Organization: MaxVal-IP services, Coimbatore.

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| --- | --- |
| *Client* | Qualcomm (US) |
| *Tools* | Data Bank (Client tool). |
| *Role* | Data Analyst |
| *Period* | July 2014 – March 2016 |

### Project:

Creating and updating the Patent details and analysis of patent to update Litigation Databank , Analyzing the data for client’s requirement gathering and sending the analysis report. UAT checking, Working close with BD team, Interacting with clients and making sure the requirement are met. Worked with a newly created team to standardize the set-up processes.

### Key Skills and Competencies:

1. Rich experience in data management and QC check for patent Database.
2. Supporting closely to a new division for client.

2. Reporting Daily alerts according to client requirement for Litigation cases.

1. Analyzing Patents and the cases details for the Qualcomm client.
2. Building Data Base reports and BD support by gathering the requirement and resolving issues.
3. Knowledge on Data analytics.
4. Business process improvement for the DB.
5. Monitoring, analysis and assessment of Litigation cases around United States.
6. Identification of Patens that are been litigated with other companies and generating the report.

## Organization: Datamatics Global Services, Chennai

|  |  |
| --- | --- |
| *Title* | Indexer and Data Analyzing |
| *Client* | Cengage Publishing US |
| *Tools* | Client(indexing tool) |
| *Role* | Data Analysis E-Publishing |
| *Period* | Feb 2013 - Jun 2014 |

### Project:

Understanding and analyze the content of the article and finding out the keywords for the content which explains the whole article.

### Key Skills and Competencies:

1. Worked end-to-end in direct interaction with client.
2. Key player in managing a team called indexing consisting of 9 members.
3. Monthly Client reporting on the indexing.
4. Examines and evaluates purpose on content of business reports to develop new, or improve existing reports for clients.
5. Confers with managers by originating, handling, processing, or receiving reports to identify problems and gather suggestions for improvements.
6. Good team player & always willing to help for the team to progress by Knowledge sharing.

**Personal Information**

Name : A S Charles

Date of Birth : 25 November, 1987

Nationality : Indian Passport Number : H3531861

# Declaration

I hereby declare you that the above given information are true to best of my knowledge and ability.

**Date** Yours truly,

## Charles A S