

Bishwas Thapa Magar

Quality Assurance Engineer/System Analyst

Stuart Park, NT, 0820

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[Linkedin](#)

Professional Summary

Motivated student pursuing a Master's of Information Technology in Software Engineering and gaining practical experience as a Business Analyst Intern. Working with a team of 25 on a passenger baggage handling project. Organized and hardworking with first-rate communication and time management abilities. Additionally, I have over 3 years of experience as a Quality Assurance Engineer at LeaveLogic. Eager to apply skills and make positive real-world contributions to business success.

Skills

Jira

SQL Proficiency

Software Development Life Cycle

User Acceptance Testing

Test script writing

Cross-browser Testing

Data Analysis

Python Programming

Team Collaboration

API Testing Experience

Manual Testing Aptitude

Cypress

Work History

SPORTSBET

(Customer Service Advisor | Darwin. NT | March 2023 - Current)

- Helped a large volume of customers every day with a positive attitude and focus on customer satisfaction.
- Responded to customer calls and emails to answer questions about products and services.
- Maintained high-quality service standards, ensuring positive customer feedback.
- Streamlined call handling processes for increased efficiency and reduced wait times.

CODYSSEY WEB NEPAL

(Quality Assurance Engineer | Kathmandu | April 2018 March 2022)

- Supported successful product launches by conducting extensive pre-release testing and validation activities.
 - Established effective communication channels between QA, development, and project management teams to foster a collaborative working environment focused on delivering high-quality products.
 - Collaborated with developers and project managers to assess program capabilities, features and testing demands.
 - Managed bug tracking systems, ensuring timely resolution of reported issues and maintaining clear communication with stakeholders.
 - Demonstrated new product features and functionality to project stakeholders.
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Education

MASTER OF INFORMATION TECHNOLOGY (Software Engineering)

Charles Darwin University

Casuarina, NT, Expected in November 2024

Professional Experience :

NEUROLAB

- (System/Business Analyst Intern | Darwin, NT | March 2024-Current)
- Attended meetings to report on findings and to brainstorm and share new ideas with other team members.
- Contributed to risk assessment activities by identifying potential issues and suggesting mitigation strategies.
- Used both qualitative and quantitative analysis techniques frequently.
- Facilitated communication between technical teams and end-users during system implementation projects.
- Gathered and documented requirements for projects.
- Worked with IT team members on systems automation and advancement initiatives.

BACHELOR OF SCIENCE Computer Science And Software Engineering

University of Bedfordshire

Luton, England, March 2020

References

Reference are provided upon request