**Technical Client Support Analyst/Junior Developer**

**HIGHLIGHTS OF QUALIFICATIONS**

* Three years of experience in investigating, analysing, debugging, and rectifying Production issues and follow-up on customer concerns, and inquiries
* Excellent analytical and creative-thinking skills in providing optimal solutions to client requirements by implementing the changes to the application based on established development processes
* Collaborate with the customer and internal teams to ensure customer needs/requirements are met by communicating issue status and action plans promptly
* Strong leadership and mentoring skills along with the ability to work independently and as a part of a team
* Good knowledge of Software Development Life Cycle (SDLC) including requirement analysis, design, development, testing, and implementation

**TECHNICAL SKILLS**

**Programming Languages:** Asp.net Web Form using C#

**Operating System:** Windows, Linux., Mac OS

**Version Control:** VSTS (TFS)/GIT

**Web Technologies:** HTML, CSS, JavaScript, Bootstrap

**Data base:** SQL Server, MS Access, Oracle

**Server**: IIS

**SDLC:** Waterfall, Agile

**Automation Tools:** Selenium WebDriver, Cucumber, Postman

**Automation Framework:** Data driven framework, Page Object Model, Junit, TestNG, BDD

**Build Tools:** Maven, Ant

**Continuous Integration:** Jenkins

**EMPLOYMENT HISTORY**

**Technical Support Analyst November 2016– November 2019**

**ALIS (All Line Insurance Services, Investment, Finance)**

**Tek Leaders , India**

* Investigated, analysed, debugged, and rectified issues such transmission errors, production errors or payment issues
* Identified and documented opportunities for improvement based on client’s suggestions
* Maintained a consistent number of open / closed tickets and client satisfaction scores
* Performed configuration and code changes on existing applications to meet client needs
* Participated in conference calls and site meeting with the clients when necessary
* Managed and prioritized cases for team members in order to resolve support tickets in a timely manner and provided end user training and support
* Documented processes and tracked all client support activities in the case management system
* Connected to database to Query the database using SQL for data verification and validation and extensively execute SQL on DB tables to determine successful transaction of data from the application
* Performed Web Services Testing and XML validation by creating a test case suite using Postman
* Created automation framework in Selenium WebDriver using Behaviour Driven Development (BDD) model
* Extensively used Selenium locators like XPath, Regular expression Xpath, CSS Selectors
* Tracked, prioritized and organized defects with vendor tools, worked with the development team to facilitate timely corrections

**Jr. Programmer/Analyst - Internship Dec 2014 – April 2015**

**CyberGeek Solution, India**

* Managed a fast-paced queue of support inquiries and requests
* Worked with front end design and development using HTML, CSS, JavaScript and developed and maintained automated regression test cases in Selenium WebDriver and Junit Framework
* Assessed support inquiries to identify whether issues are system or user related
* Investigated and analyzed the root cause of qualified system issues
* Ensured customer requests are acknowledged and resolved within service level agreement times
* Worked on web pages as per the design guidelines and was responsible for preparing Test Scenarios, Test Plans, Test Cases and Test Data based on functional specifications and user requirements
* Used Jira to track the tasks and issues, attended daily status meetings to update the status of work
* As part of compatibility testing, executed the workflow manager web application related test cases on different browsers and different Operating Systems
* Performed Back-End designing , analyzing , testing, database table manipulations by writing complex SQL queries manually
* Actively participated in walk-through, inspection, review and user group meetings

**EDUCATION**

**Master of Computer Applications**  Chennai, India

Anna University 2015

**Bachelor of Science(Computer Technology)**  Coimbatore, India

Bharathiar University 2012