

NAVED ALI

APPLICATION SUPPORT TECH LEAD

PERSONAL PROFILE

I am an IT Application support and project coordinator with holistic knowledge of application testing, deployment, and project handling. I am also experienced in coordinating with stakeholders.

WORK EXPERIENCE

Assistant Team Lead QA

Extrieve Technologies Pvt Ltd | 2018 - present

- Conduct day-to-day project coordination and implementation across multiple teams
- Create functional and technical application Test Cases
- Production Support and Team Management

Desktop Support Engineer | Jan 2016 - Sept 2018

- Application issue and Bug handling and fix
- Hardware and Network Issues handling
- Windows and OS troubleshooting

EDUCATIONAL HISTORY

Jetking Mumbai

Windows server and Networking | 2013 - 2015

- Studied project planning, coordination, and ethics
- Learn about Windows server / Redhat and networking

St Paul school

Dec 2008 - Dec 2012

- Minor in Management
- Thes is involved studying several technology companies and optimizing their product design process



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Malvia Nagar , New Delhi

SKILLS SUMMARY

- Project Management
- Application Deployment
- Budgeting and Cost Analysis
- Enterprise Resource Planning
- Staff and User Training
- Process Improvement
- Application Testing
- Production support
- Windows and MAC support

Technical Skills:

- Operating System : Windows10, Win-12, Windows Server2016 R2
- Test Automation Tool : Selenium Web driver
- Defect Tracking Tool
- Version Control : Tortoise SVN, Git
- Data Bases : SQL Server
- API Testing tool : Postman
- Others : Handling Team Management , Shift Managemet , Interviews

Professional Summary -

- Around 6+ years of experience in Software Testing and application production support, Project and Desktop and Network Support.
- Coordinator, and Team handling. Extensively worked on Windows & Web-based applications, like Banking (Retail Liability & Retail Assets) and E-Commerce domains. Project discussions with clients, gathering client requirements, project budget sharing, RD, and all
- licenses PO are all part of the project. Clients coordinated with Developers / BA / Internal team and shared project go-live time. Project
- Meetings and updates are held on a weekly, monthly, and daily basis.
- Good Working Knowledge of the Defect Life Cycle and Software Testing Life Cycle(STLC). Experience in Analysis of Bug tracking, Prioritizing, Bug Reporting, and Retesting of bugs. Expert in log reading (Client/Server) and trying to find out the fault in the existing running application.
- Based on the application and server logs and request XML. Defect Reporting and Tracking using Defect Reporting Tools like Bugzilla 3.2, JIRA & Issue Tracker. Experience working in Agile & Scrum environments with good knowledge of JIRA. Having Good working experience in Functional Testing, Regression Testing, Sanity Testing, GUI
- Progress & risks involved in ongoing Sprint with Team Lead.
- Windows Server and Desktop support MS Office / Office 365 applications.
- Microsoft Outlook, Basic Active Directory functioning, Windows OS.
- Tracking Issue via JIRA and MS Tools