CURRICULUM VITAE

Mrs. Shital Daine
Email: shital.daine5@gmail.com   **Mob No: 9762615661**

SUMMARY:

Knowledgeable and well educated Back Office Assistant accustomed to working in fast-paced business environments. Excellent team player with strong determination to achieve excellent results. Always willing to learn new things & ability to perform work well under pressure. Looking to obtain a position within a company that will utilize my education and experience to be a part of a professional team to help further growth within a company.

TECHNICAL SKILL:

MS Office, Windows 10
Languages: Software Testing, Java, SQL

- Good knowledge about Manual & Automation testing.
- Knowledge of Defect life cycle, SDLC, STLC, Test design techniques, Test levels.
- Knowledge of generating test scenarios, test cases.
- Knowledge about agile methodology with different ceremonies.
- Familiar with java, OOPS concept.
- Knowledge of Functional & Non-functional testing.
- Knowledge of Selenium & test automation process.
- Knowledge of writing & executing SQL statements.
- Knowledge of API testing with Postman tool.
- Knowledge of Bug reporting JIRA tool, Build automation tool Maven, Selenium webdriver, methods of webdriver, locators, POM, TestNG framework.
- Knowledge of Version Control tool Github & CI/CD.

EDUCATION:

Details	University	Passout Year
M.C.A.	Indira Gandhi National Open University	2014
B.C.A.	Pune University	2010
Software Testing	Mindscript Technology, Pune	2013

PROFESSIONAL WORK EXPERIENCE:

Quick Heal Technologies Ltd, Vimannagar - January 2018 - May 2021
Renewal Executive

- Sharing renewal data with the partners on the renewal portal.
- Helping the partners in carrying out renewal & updating on the renewal offer through mail.
- Registering maximum partners on the renewal portal.
- Converting non-compliance partner to the compliance.
- Resolve product related queries, provide renewal portal process through mail.
- Maintaining & updating partner's data on daily basis.

- Worked on MS office & CRM software. Coordinating & monitoring renewal activities and communicating with team members and partners.
- Maintain daily, weekly & monthly branch wise MIS report.
- Reporting the regular status to the higher authorities in timely manner.

Tata Consultancy Services, Bhosari – October 2016 – January 2018
Business Associate
- Process cases in a timely manner to achieve productivity.
- Loan Processing: Create a Loan Account Number (LAN) in the company provided software who take the loan against consumer durable products.
- Loan Against Security: Maintain LAS data & update repayment details in software.
- Quality analysis of Home Loan, Loan Against Property, Personal Loan, etc.
- Swapping Process: Customer document verification & updating in the database.
- Maintain & update all customer data in excel sheet.
- Resolve all issues related to customer services & provide complete solution to enhance client satisfaction.
- Reporting daily activities to the higher authorities in timely manner.

PERSONAL PROFILE:

Name   : Shital Abhijit Daine
Date of Birth   : 24-05-1990
Marital Status : Married
Hobbies   : Learn new things, Listening music
Address   : Moshi, Pune 412105.

I hereby declare that the above stated information is true and to the best of my knowledge.

Place: Pune   Shital Daine