Muskan Inamdar

73/5 Gulamalinagar Hadapsar Pune

Contact : 8767017143
Email : muskansayyed485@gmail.com
DOB : 04/03/1998
LinkedIn : Muskan Tanveer Inamdar

OBJECTIVE

To work in dynamic environment where I can utilize knowledge, technical and analytical skills with experience in Software Testing to provide quality software products to end users.
The purpose is to identify bugs or defects, ensure the product is error-free and check it conforms to specified functional requirements.

SKILLS

- Application maintenance,C,Java,HTML,Unix,Linux.
- Experience working in Agile environment.
Experience with automation industry testing scenarios .
SQL data manipulation experience.
Ability to work closely with Developers and Product owners.
Ability to derive test cases from user stories and use cases.
Experience with Automobile based own tool for testing.
Interested in automation testing.

EXPERIENCE

Tata Consultancy services

Technical Support Executive
Duration : **April 2019 - March 2023**

Responsible for providing technical support and consulting to the European Bank.
Maintenance and management of applications running on client side.
Troubleshoot and engage with customer reported issues.
Resolving those issues through diligent research, reproduction and troubleshooting.
Regular follow ups with customer on their recommendations,updates and action plans.
Resolving customer issues through telephone,mail,webex sessions.
Handling a team with 8-10members for over 6 months.
Providing KT sessions to new joineers and assisting them in work.
Worked with CRM tools like :- Service now, SAP,etc.

Tata Consultancy services

QA Tester
Duration : **April 2023 - Present**

Working on automobile project.
Working with Development team , Middle ware team, Data Production team to create test plans for enhancement and fixing on applications.
Analysing risks to Business through timely execution of manual test scripts under moderate supervision.
Responsible for testing phase - System Testing and Performance testing.
Participation in all aspects of product testing.
Including test plan development, execution and delivery of well tested solutions with phases of market release.
Analysing issues,recommending on software changes and writing detailed bug reports are my tasks.
Creating and maintaining ownership of testcases and test results throughout the testing phase.
Providing highest level of customer services to customers, whether those are current or prospective clients of the company,vendors,business partners,etc.

EDUCATION

Pune University

Bachelor's in computer science

Passing Year - **2018**

Pune University

Master's in Computer science

Passing Year - **2021**

PROJECTS

Barclays

Technical Support Executive -
Troubleshooting and engaging with customer reported issues.
Resolving those issues through research and troubleshooting.
Taking follow ups on recommendations, updates and action plans.

Nissan Motors

Working to create test plans for enhancement and fixes on vehicle causing defects through Nissan Consult tool.

Responsible for System Testing and Performance testing.

Produce test results and screenshots of each and uploading to Test Quality Centers.

Documenting software products defect details and keeping record and tracking to closure