

Harshika Patel

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OBJECTIVE

Seeking a competitive and challenging environment where I can serve your organization and establish an enjoyable career for myself.

SKILLS

- Strong communication skills and ability to listen carefully to user feedback.
- Organized, Detail Oriented and Time Management.
- Empathy and Patience.
- Adaptability and Positive Attitude.

EXPERIENCE

1. Part-time Experience : Burger Factory Waterloo (20 Oct 2022 - Present)

I'm the first point of contact for all the guests that walk-in to the shop. I specifically have 2 objectives:

I engage with the guests and find out what they are looking for and then I assist them with their orders. This includes accepting orders in-person and by phone, advising on the food items that we offer, and cashing out clients.

Preparing orders, maintaining the inventory, keeping the store organized and making sure the store is clean and tidy as per the regulatory requirements. Since I've been working for more than 8 months into this job, this position has helped me develop my communication, multi-tasking and management and customer service skills.

2. Vasundhara vision- Surat, India-19th Feb,2019 to 29th Feb, 2020----Junior QA Tester

Android and iOS mobile application testing in different device with different versions as well as game testing also handle the client project apart from this do API

Testing,functional testing, non-function testing, Regression testing, Adhoc testing, smoke testing, alpha testing, beta testing, also give new idea related to new enhancement and new project.

Casepoint Pvt. Ltd.-Surat, India- 2nd March,2020- 20th Aug,2022----Software Test Engineer

It is MNC company and it is a USA based company. Here I test the **Casepoint.com** website where I totally work with agile methodology, Sprint planning, Sprint review meeting, Daily scrum, Audit, Ticket testing, production testing, Test case generation, Test planning, bug life cycle, UI testing, Database testing, SQL, Postman, Functional and non-function testing, UAT testing, Making reports And create different extension type of files for testing. in a database while maintaining tables.

AVAILABILITY

SUNDAY : OPEN TO CLOSE

MONDAY : OPEN TO CLOSE

TUESDAY : OPEN TO CLOSE

WEDNESDAY : 12 TO CLOSE

THURSDAY : OPEN TO 3PM

FRIDAY : OPEN TO CLOSE

EDUCATION

Post Graduate Degree : Software Quality assurance and test engineering ,Conestoga College, Waterloo.

Computer application development, ,Conestoga College, Waterloo.