

MALHAR PARMAR

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📍 Ahmedabad, Gujarat, India

1. CAREER OBJECTIVE

Looking to secure a higher level position in an organization that would enhance my cross-functional abilities as well as open new avenues for my growth. Passion to quickly learn and adjust to new environments, new challenges and technologies.

2. SUMMARY OF EXPERIENCE

- Having total 6 years of experience in Operation/Support, Software development, Testing and Quality Assurance.
- Having working experience in a start-up style environment, where rapid iteration is encouraged.
- Have the expertise to run and manage any SAAS base web application.
- Having Management and Leadership knowledge and experience.
- Ability to work well with a cross-functional.
- Having a sound knowledge of Technology, Administration, Strong analytical skills and finance.
- Playing a lead role in Planning and controlling the change.
- Familiar with Agile principles.
- Good knowledge in various phases of Software Development Life Cycle (SDLC) such as Requirement Analysis, Design, Development, Testing and Deployment.
- Experience in Black Box Testing, Integration Testing, Usability Testing, Smoke Testing, Functional Testing, System Testing, Regression Testing, Database Testing & User Acceptance Testing.
- Experience in identifying bugs, analyzing, prioritizing and generating reports by creating queries using defect management tools. i.e. JIRA
- Excellence in reviewing Specification Documents, involved in writing test cases and executing test cases.
- Quality Assurance and Software Testing experience involving Web Applications, Responsive Web Applications and Mobile Applications.
- Ability to interact with the developers to resolve issues using Defect Tracking tools.
- Used Defect Tracking tools. Like JIRA, SPRINTLY.
- High level of work commitment, ability to handle multiple tasks and work independently as well as in a team.

3. PROFESSIONAL WORK EXPERIENCE

CURRENTLY WORKING AS A 'SUPPORT/OPERATION HEAD' IN ZEB IT SERVICE LTD (INDIA'S FIRST BITCOIN EXCHANGE). FROM AUGUST 2015 TO TILL DATE.

- Playing a lead role in strategy formulation, To determines key strategic direction and objectives of customer support and operation department.
- Drives necessary changes for the improvement of operating and organizational efficiency of the operation and support team.
- Playing an important role to plan, direct and manage the performance of the company's operations, as dictated by the overall strategy agreed by Zebpay, so as to maintain and develop business growth in accordance with the agreed business strategy.
- Leading a cross-functional team of operation, technologists, and support to accomplish work across all phases of the consumer experience, including research, design, in market testing, and strategic recommendations.

- Investigating and solving process level's problems, which may be complex or long-standing problems.
- Analyzing statistics or other data to determine the level of services which organization is providing to users.
- Managing day-to-day activities, Analysing statistics and reading and writing reports.
- Interacting with managers from different areas of the organization, presenting findings to stakeholders and higher management as well as training and supervising new employees and tracking and measuring staff performance.
- Managing **Zendesk** (a ticketing system) web application, also responsible for designing and implementing the ticket workflow for the overall process.
- Having a knowledge of How to Create, Access and Edit new business rules (automation, macros, SLA service targets, triggers, views), Install and configure applications and add-ons etc.
- Responsible for Creating a customize Zendesk reports.
- Having a knowledge of How to Access settings pages (account, security, channels, groups, organization etc.)
- Accessing all forums with moderator privileges, Accountable for Add and manage end-users, agents, and admins for an entire system.

**WORKED AS A SR. QA ENGINEER IN ZEB IT SERVICE LTD (INDIA'S FIRST BITCOIN EXCHANGE).
AUGUST 2014 TO AUGUST 2015.**

- Took a leading role in functional and integration testing of Mobile app based on Bitcoin and Blockchain Technology.
- Analyzed the Business requirements document and Functional Specifications document to understand the application in depth.
- Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
- Create detailed, comprehensive and well-structured test plans and test cases.
- Estimate, prioritize, plan and coordinate testing activities
- Performed software testing and quality assurance of company's Web-based back-end panel and Mobile application (Android and IOS platform).
- Responsible for performing GUI testing, Functional testing, Negative testing, Regression testing, And Defect Re-testing.
- Update project manager with a status of testing/issues on a regular basis (both informal communication and written reports).

**WORKED AS A SOFTWARE ENGINEER IN BLYNK SYSTEMS PVT LTD(HOSPITALITY TECHNOLOGY COMPANY).
AUGUST 2012 TO JULY 2014.**

- Build Android and iOS app for new clients (Hotels and Restaurants) also create back-end CMS for same app.
- Ensures all testing standards are being met.
- System testing and sanity testing for the daily builds for almost all models of Phones and Tablet/iPad.
- Responsible for manual testing of web based CMS of mobile app.
- Responsible for conducting smoke, functional, UI, regression testing, Defect Re-testing.
- Responsible to Test CMS compatibility on different browser versions(IE,Firefox, Safari and Chrome) across multiple platforms (Windows, Mac OS).
- Responsible for manual testing of web based CMS of mobile app.
- Responsible for conducting smoke, functional, UI, regression testing, Defect Re-testing.
- Responsible to Test CMS compatibility on different browser versions(IE,Firefox, Safari and Chrome) across multiple platforms (Windows, Mac OS).

4. CORE SKILLS

- Highly flexible & able to work independently as well as in a team.
- Adaptive to learn new technologies.
- Easily mingle with any environment and hard working nature.
- Good verbal communication skills and strong analytical abilities.
- Initiative, Proactive, self-motivated.

5. TECHNICAL & SOFTWARE SKILLS

OPERATING SYSTEMS

- All Windows version(XP/Vista)
- Linux, Ubuntu and Mac

PROGRAMING LANGUAGES

- C/C++
- SQL, PL/SQL
- Core Java, JSP/Servlet, Ruby on Rails, Wordpress

SCRIPTING LANGUAGES

- HTML
- CSS
- Javascript

PACKAGES

- MS Office, Google Docs, Sheets, and Slides
- Zendesk, Freshdesk, Intercom
- Expertise in any SAAS based application

6. EDUCATION

MASTER OF COMPUTER APPLICATION (MCA)

Gujarat Technological University
Year of Passing July - 2012
7.47/10 (CGPA)

BACHELOR OF COMMERCE (B.Com)

Gujarat University
Year of Passing April - 2008
56.00%

7. INTERNSHIP

WORKED AS A PROGRAMMER TRAINEE WITH ARTH INFOSoft PVT. LTD., AHMEDABAD AS A PART OF 6TH SEMESTER PROJECT.

- **Project Title** : eCampus Recruitment Portal
- **Technology** : J2EE
- **Front End** : JSP/Servlet
- **Back End** : My SQL
- **Role** : Coding, Designing, Documentation, Testing
- **Duration** : 6 Months

8. PERSONAL DETAILS

- **Name** : Malhar Parmar
- **Address** : 43 Sarthi Bungalow, Opp Sarthi BRTS Bus Stand, High Way Road, Chandkheda, Ah'd, Gujarat, 382424
- **Date of Birth** : 25/Aug/1987
- **Nationality** : Indian
- **Religion** : Hindu
- **Passport Number** : Happy to give when required
- **Gender** : Male
- **Marital Status** : Married

9. LANGUAGES

ENGLISH 

GUJARATI 

HINDI 

10. REFERENCES

Sandeep Goenka
Founder of Zebpay & Blynk
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