PUSHKAR APTE

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Summary

Dedicated QA Engineer with over 3.5 years of experience in ensuring the delivery of high-quality software products through meticulous testing processes. Proven expertise in testing methodologies and a strong track record of executing comprehensive test plans efficiently.

Experience

Bzinga Technologies Pvt Ltd | Karnataka, Bengaluru
Software Quality Assurance Engineer | 02/2022 - Present

- **Executing Rigorous Testing Processes:** Currently ensuring the delivery of high-quality software products through meticulous testing processes, maintaining performance, functionality, and user experience standards.
- **Collaborating with Cross-Functional Teams:** Collaborate seamlessly with cross-functional teams to swiftly identify and resolve software defects, fostering efficient communication for prompt issue resolution.
- **Mentoring and Training:** Lead by example, mentoring and training QA engineers in end-to-end testing practices, contributing to skill development and team growth.
- **Live TV Integration:** Successfully integrate live TV functionality with app auctions, ensuring smooth user experiences and reliable performance.
- **Preparing Comprehensive Testing Flow:** Currently orchestrating the testing flow for the app across various sections, meticulously preparing end-to-end testing scenarios from initiation to completion.
- **Expertise in Testing Methodologies:** Apply expertise in diverse testing methodologies, including manual testing, regression testing, sanity testing, and happy flow testing, ensuring comprehensive coverage.
- **Ensuring Timely Critical Releases:** Orchestrate the execution of over 40 critical releases in a timely manner, showcasing excellent project management skills and ensuring uninterrupted software availability.
- **Developing Test Cases and Matrices:** Author and modify detailed test cases and test matrices, conduct acceptance and regression tests for more than 10 new feature releases, assuring their quality.
- **Demonstrating Excellence in Manual Testing:** Proficiently validate solutions through manual testing to deliver quality assurance and ensure the reliability of customer-facing software.
- **Creating Precise Test Cases:** Currently crafting detailed test cases and scripts, ensuring strict alignment with Bzinga's App specifications to verify software functionalities effectively.
- **Conducting Thorough Regression Testing:** Currently conducting comprehensive regression testing after software changes, maintaining product stability and ensuring existing functionalities remain intact.
- **Developing Tailored Test Plans:** Currently develop comprehensive and tailored test plans for Bzinga's software, carefully outlining testing scope and methodologies to ensure thorough coverage.

Standard Chartered Research and Technologies India Pvt. Ltd. (SOLV) | Karnataka, Bengaluru
Product Platform Support | 10/2019 - 02/2022

- **Problem Identification and Resolution:** Proactively identified and resolved platform and application issues, ensuring seamless functionality and reducing downtime for end-users.
- **Effective Issue Tracking:** Implemented a robust issue tracking system, accurately documenting problem details, resolutions, and follow-up actions, enhancing team coordination and transparency.
- **Event Documentation:** Maintained meticulous event logs, capturing critical information about incidents, resolutions, and lessons learned, contributing to improved future troubleshooting.
- **Knowledge Sharing:** Actively shared insights and knowledge gained from problem-solving with team members, promoting a collaborative learning environment and fostering skill development.
- **Management Reporting:** Regularly generated comprehensive management reports detailing platform performance, incident trends, and resolution metrics, aiding in data-driven decision-making.
- **Incident Management Expertise:** Provided expert incident management support, rapidly addressing critical issues to minimize business impact and ensure uninterrupted operations.
- **24/7/365 Availability:** Ensured continuous uptime for all devices by diligently monitoring and resolving issues around the clock, guaranteeing uninterrupted service for users.
- **Single Point of Contact (SPOC) for UAT:** Spearheaded User Acceptance Testing (UAT) release coordination, collaborating with stakeholders to validate changes and enhancements before deployment.
- **Release Management Collaboration:** Collaborated closely with development teams during change requests and bug fixes, validating releases for Microsoft Dynamics 365, Teckinfo Loan & Lead Management System, and Freshworks.

- **Technical Liaison:** Served as a technical liaison between end-users and development teams, translating user feedback into actionable insights for improvement.
- **Documentation Enhancement:** Regularly updated documentation including troubleshooting guides, knowledge base articles, and best practices, enhancing the team's efficiency in resolving recurring issues.
- **Process Enhancement:** Participated in process improvement initiatives, suggesting streamlined workflows and tools that contributed to quicker issue resolution and smoother operations.
- **Cross-Functional Communication:** Maintained open channels of communication with various teams, ensuring alignment on issue resolution strategies and fostering a collaborative work environment.
- **Continuous Learning:** Proactively stayed updated on emerging technologies and best practices, incorporating new knowledge into support processes for enhanced problem-solving.

Aegis Global | Karnataka, Bengaluru
Technical Support | 10/2018 - 07/2019

- **Remote Technical Assistance:** Delivered exceptional technical support to clients using Teams and email channels for Acer products, offering prompt and effective solutions.
- **Hardware and Software Troubleshooting:** Expertly diagnosed and resolved a wide range of hardware and software issues, ensuring client devices operated optimally.
- **Comprehensive Ticket Management:** Log all client support requests, incidents, and solutions meticulously and accurately in the support ticketing system or Zoho platform, maintaining an organized record of interactions.
- **Remote Access Expertise:** Utilized remote access tools proficiently to connect to clients' computers, enabling efficient diagnosis and resolution of issues by troubleshooting directly on their systems.
- **Communication and Documentation:** Demonstrated proficiency in clear and effective communication, coupled with meticulous documentation practices. These skills facilitate accurate issue resolution and knowledge sharing across teams.
- **Product Knowledge:** Develop an in-depth understanding of Acer's products and services, allowing you to address client queries and issues comprehensively and confidently.
- **Performance Reporting:** Regularly provided performance metrics and trend reports to management, offering valuable insights that contributed to informed decision-making and improved overall operations.
- **Problem-Solving Leadership:** Displayed leadership in problem-solving, actively seeking innovative solutions to complex technical challenges, and enhancing the efficiency of issue resolution.
- **Continuous Learning:** Maintained a commitment to continuous learning, staying updated on Acer's evolving products and technologies to provide up-to-date support.
- **Customer Satisfaction:** Prioritized customer satisfaction through timely and accurate issue resolution, leading to positive feedback and increased client loyalty.
- **Collaboration with Teams:** Collaborated effectively with cross-functional teams, sharing insights and updates on technical support trends, thus fostering a culture of knowledge sharing.
- **Process Enhancement:** Contributed to process improvement discussions by offering suggestions for streamlining workflows and enhancing support procedures, resulting in increased efficiency.
- **Client Training:** Assisted clients in understanding product features and functionality, enabling them to maximize the value of their Acer products.
- **Quality Assurance:** Maintained a high standard of support quality, consistently delivering solutions that adhered to Acer's guidelines and best practices.
- **Client Relationship Management:** Nurture positive client relationships through effective communication and responsiveness, contributing to long-term client satisfaction.

Akash Computers | Karnataka, Gulbarga
Technician | 10/2014 - 06/2017

- Installed and configured software and drivers.
- Generate and distribute management reports in an accurate and timely manner.
- Maintained and repaired technological equipment.
- Managed and updated software.

Skills

Selenium IDE, GitBash, Regression Testing, Sanity Testing, Agile Methodology, Jira, Manual Testing, Appium, Testing, Test Automation, Mobile Testing, Test Management Tools, JavaScript, SOP

Certificates

Software Testing Masterclass (2023) - From Novice to Expert, Best Netsuite Course for Novices and Professionals, Post Graduate Program In Cyber Security, CybSafe Certification in Security Awareness