Jigisha Shah

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EDUCATION

The University of Texas at Dallas — May 2025
Master of Science, Information Technology and Management (Dean's Excellence Scholarship) — **GPA 3.500**
Relevant Course Work: Cloud Computing (AWS), Data visualization, Spreadsheet Modelling, Agile Project Management, Big Data, System Analysis and Project Management, Technology & New Product Development, Robotics Process Automation

Savitribai Phule Pune University — Jun 2022
Master of Science, Computer Science — **GPA 3.692**

SKILLS

Programming Languages:	Python, JAVA
Database Management:	MySQL, NoSQL (MongoDB)
Certification:	AWS Cloud Practitioner
Tools and Technical:	Manual Testing, Automation Testing, Selenium, TestNG, Python - Selenium, Pytest, Jenkins, Control-M, HP-ALM, LambdaTest, Swagger, Jira, SDLC, Microsoft project, SimAgile, MS Office, Excel, Tableau, PowerBI
Soft Skills:	Problem-solving, Collaboration, Adaptability, Attention to Detail, Technical Communication

WORK EXPERIENCE

Quality Engineering Intern, Foot Locker, Dallas — **May 2025 - Present**
- Created and executed over 60 manual test cases in JIRA to validate mobile application, enhancing test coverage and release quality.
- Performed comprehensive mobile testing using **LambdaTest** across various devices and OS versions, identifying UI/UX issues early and improving cross-platform consistency by 35%.
- Validated **GeoRadar**-based location functionalities to ensure accurate location-triggered behavior, enhancing reliability in real-world.
- Collaborated in Agile sprint planning, daily stand-ups, and retrospectives, aligning QA efforts with development timelines and improving sprint delivery accuracy.
- Logged and tracked defects in **JIRA**, reducing turnaround time for issue resolution by 20% through effective collaboration.

Student Assistant, University of Texas at Dallas — **Feb 2024 - May 2025**
- Implemented electronic surveillance and provided **technical support** to detect academic dishonesty, ensuring enhanced security and accuracy of testing environments at the University of Texas at Dallas.
- Enhanced operational efficiency of computer-based exams by 25% through proactive technical support, effective staff **coordination, and troubleshooting**, resulting in streamlined processes, improved exam administration, and reduced interruptions.

Programmer Data Analyst, Cognizant Technology and Solutions/UBS, Pune, India — **Nov 2020 - Aug 2023**
- Expanded testing scope by 95% through in-depth client discussions and requirement walkthroughs, developing comprehensive test cases in **HP-ALM** to ensure thorough test coverage.
- Ensured high accuracy in trade bookings through meticulous testing, skillful use of **SQL** for handling **XML** messages, and seamless integration with **Swagger** and portals, effectively minimizing errors.
- Generated and attached test evidence to Jira to enhance communication with clients and business analysts, improving issue resolution time by 20%. Maintained real-time updates in HP-ALM, linking bugs for comprehensive tracking.
- Validated output messages on **databases** and **servers (VM)** by checking XML tags and specific fields using SQL, ensuring data integrity and reducing errors in trade bookings by 90%, leading to improved data accuracy and operational efficiency.
- Automated 65% of test bookings using GTAF and **Excel**, streamlining efforts across DOMAN and MARKETWIRE.
- Guided and supported junior team members, cultivating a collaborative environment that enhanced project delivery by 30%.

ACADEMIC EXPERIENCE

Quora Search and Policy Bazaar Sites Automation, Selenium — **Nov 2020 - Jun 2021**
- Automated Quora search and Policy Bazaar's travel insurance form using **Selenium WebDriver**, significantly reducing manual testing and data entry efforts.
- Integrated **Apache POI** for data-driven testing and optimized test scripts with explicit waits and refined XPath strategies, improving accuracy and reducing execution time by 30%.
- Enabled post-execution screenshot capture for visual verification, enhancing test reliability and minimizing debugging time.

AI Developer Intern, Evergreen, Dallas — **Jan 2025 - May 2025**
- Built a full-stack solution using **Flask** (backend) and **ReactJS** (frontend) to support dynamic, user-friendly document workflows.
- Integrated **pgVector** for semantic search and **OpenAI** models for text classification, generation, and compliance validation.
- Designed four intelligent **AI-agents** Drafting, Compliance, Evaluation, and Formatting using **LangGraph** for orchestration.
- Spearheaded the development of a multi-agent AI system to automate legal document drafting, including Statements of Work.