



SAMRUDDHEE JAGDALE

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SUMMARY

With solid foundation in software testing and knack for identifying issues, I excel in ensuring products meet high standards. My communication skills enable me to effectively collaborate with developers, fostering cooperative environment. Quick to adapt and eager to learn, I bring fresh perspective and commitment to quality.

EDUCATION

Bachelor of Engineering : Electronic Design and Technology
Shri Ramdeobaba College of Engg and Mangagement - Nagpur

Diploma of Engineering : Electronics and Telecommunications
Government Polytechnic - Nagpur

SSC
Prerna Public School - Nagpur

EXPERIENCE

Quality Assurance Engineer, 01/2023 - 12/2023

CoinSwitch - Bengaluru, India

- Actively participated in scrum calls to understand project requirements, priorities, and timelines.
- Meticulously tested different versions of the application, including alpha and beta releases, to ensure they met functional, performance, and usability standards.
- Written comprehensive test cases that covered various scenarios, edge cases, and user flows, using tools like JIRA.
- Executed test cases across iOS and Android platforms to identify platform-specific issues and ensure compatibility.
- Collaborated closely with the development team to understand code changes, reproduce bugs, and provide detailed bug reports using JIRA.
- Contributed to improved product effectiveness and accuracy by identifying and documenting critical bugs that could have impacted user experience or product functionality.
- Demonstrated strong attention to detail and ability to identify subtle defects, even in complex scenarios.
- Effectively communicated test results and findings to the development team and project stakeholders, using clear and concise language.
- Utilized testing methodologies like exploratory testing and regression testing to ensure thorough coverage.
- Contributed to the overall quality of the product by providing valuable insights and recommendations based on testing results.
- Leveraged tools like Postman API to test APIs and ensure their functionality and performance.
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- Conducted thorough data quality checks, identifying and rectifying inconsistencies to maintain data integrity.
- Analysed large datasets to identify trends, anomalies, and opportunities for business improvements.
- Managed the data extraction, transformation, and loading processes to maintain data integrity across systems.

Technical Operations Engineer, 08/2021 - 12/2022

CoinSwitch - Banglore, India

- Reduced customer support ticket resolution time by 25% through effective problem-solving and technical expertise.
- Leveraged tools like Redash, Jira, Zendesk to identify and resolve complex customer issues.
- Resolved complex customer queries efficiently using SQL to analyze backend data.
- Identified root causes of customer issues through data-driven analysis.
- Implemented targeted solutions to address customer concerns.
- Mentored and trained interns on technical operations best practices.
- Contributed to team efficiency by sharing knowledge and expertise.
- Improved overall customer satisfaction by providing timely assistance, resolving issues efficiently, and proactively identifying potential problems.
- Effectively collaborated with cross-functional teams to ensure seamless customer

support operations.

SKILLS

- Results-Oriented approach
- Assertive decision-making
- Detail focused
- Postman
- Bug tracking
- Testcase designing
- Software testing and debugging
- Cross-Functional collaboration
- Agile methodology adaptability
- JIRA and confluence usage
- Operations Mangement
- Database management system proficiency
- SQL databases

CERTIFICATIONS

- Certification in Agile Project Management: Agile, Scrum, Kanban and XP
- Certification in Salesforce Admin
- Certification in Jira forProject Management