

KAVITA DHOLARIYA  
PART-TIME SOFTWARE TEST ENGINEER

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#### PROFESSIONAL SUMMARY

- ISTQB certified professional with **1.5 years** of diverse experience in IT as a **junior Software Test Engineer** in the fields of Government and banking focused domains.
- Experience in understanding the Customer Requirements and deriving the Test Scenarios/Conditions based on the Requirements, writing **Test plan, creating test cases & performing test case execution**.
- Experience in performing all sort of Functional (**Smoke Testing, Sanity Testing, System Integration Testing, Regression Testing, Usability etc.**).
- Experience in handling small project as a **team leader** during my academic progress (**developed test cases in excel sheet, executed them and submitted final project to professor as a team leader in Agile Methodology**).

#### TECHNICAL SKILLS

C,C++

GitHub

HTML,CSS,JS,JSON

Visual studio code

Unix commands

Putty, PowerShell

JavaScript

QTP Testing tool

#### PROFESSIONAL EXPERIENCE

**Junior Software Test Engineer** | January 2021 – December 2021(Part-Time)

**Client: (Intern Contract)**

##### Roles and Responsibilities:

- Participated in reviewing requirements with BA & stack holders, creating test plan and test cases.
- Reviewed Business requirements, IT Design documents and prepared Test Plans for all assigned project releases in Agile methodology Involved in.
- Performed Test Case Design from the client requirements and specifications.
- Responsible for test execution, bug reporting, and sharing the test results with the project team.
- Increased automation coverage from 20% to 60% which helped in reducing the manual efforts.
- Integrated Web testing in QTP for the test execution and uploading the test results.

##### Achievements:

- Appraised by client for doing testing of multiples projects in a team remotely and increasing the productivity of the project.

**Environment:** JavaScript, HTML, CSS, UNIX, SQL, C++, QTP, GitHub

**Billing Supervisor | February 2018 – December 2021(Full Time)**

**Client:** Triumph Logistics Services Inc. Canada

**Roles and Responsibilities:**

- Responsible for the coaching and development of a team of 15 to 20 Customer Account Executives in regards to the billing aspect of Triumph Services Express Inc. Canada.
- Developed personal performance plans with agents and provided on-going performance feedback and performance plan reviews
- Met or exceeded goals in regards to a Metric System including Calls Per Hour, First Call Resolution, Voice of the Customer Surveys and agent Transitional Sales
- Conducted real-time phone monitoring and coaching to service agents in order to maintain required service levels
- Responsible for customer escalations in regards to resolution and customer service standards
- Helped in the training of over 15 billing clerks in a 2 years period

**EDUCATION**

- **Bachelor’s Degree** in Electronics and Communication Engineering, Gujarat Technological University, 2008-2012 -CGPA 7.5
- **Advance Diploma** in Computer Programming and Analysis pursuing from the Seneca College, Ontario colleges certification -GPA3.7