

## Kavita Dholariya

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ISTQB certified professional with **1 year** of diverse experience in IT as a **Software Test Engineer and Software Developer** in the field of banking focused domain currently pursuing Computer Programming and Analysis(2<sup>nd</sup> Year) from the Seneca College looking for Co-op position as a software developer or web developer or software automation test engineer. Famous for quick learning skills and able to work under minimal supervision.

### Professional Summary

- 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.)
- Comfortable using C++, C, basics of Python and JavaScript programming languages.
- Hands on experience in writing the object oriented code, debugging the code and commit changes and push to the GitHub.
- Knowledge of writing database queries in Oracle SQL Server.
- Hands on experience on web page development using HTML5, CSS, JavaScript.
- 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).

### Academic Credentials

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

### Technical Proficiency

**SDLC:** Agile (Scrum, Kanban)

**Testing Tools:** QTP, Selenium

**Bug/Issue Tracking:** JIRA, Confluence

**Web Framework:** SQL, HTML5, CSS3, JavaScript, React JS

**DevOps Tools/Version Control Tools:** GitHub, GitHubDesktop, Gitbash

**Programming Languages:** JavaScript, Angular, jQuery, OOPs concepts (Java, C++, Python)

**Operating Systems:** Windows Server 2012 R2, Windows Server 2008 R2, Windows 10, Open Suse 13.2, Ubuntu 16.1, Mac OS X.

### Professional Experience

**Client: (Intern Contract)**

**Mississauga | 01/2021 – 12/ 2021(Part-Time)**

**Role/Title:** Junior Software Test Engineer

- 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

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**Triumph Logistics Services Inc.**

**Mississauga | February 2018 – December 2021(Full Time)**

**Role/Title:** Billing Supervisor

- 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

**Achievements:**

- Got promotion as billing supervisor within a year

**Environment:** Cargo wise database, Excel, AS400