ROHIT AMBRE

Lead QA Analyst

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Gender: Male

Marital Status: Single Nationality: India

# **SUMMARY**

Professional with 10+ years of overall experience and 5+ years of experience in Manual Testing and a proven knowledge of Quality assurance.

Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals at your company.

# **EMPLOYMENT HISTORY**

Lead QA Analyst - Tata Consultancy Services

Pune, Maharashtra June 2016 - December 2021

* Worked with JetBlue Airways US based client for Blue-IDS (Information Display System) project.
* The Purpose of IDS Enhancement project was to modernize and enhance the current proprietary customer and crew member facing information display systems. So a new platform was developed wherein all the customer and crew facing thin clients and infrastructure was implemented. Redesigning and incorporating new features & data elements to maximize the efficiency for crew members and enhance the experience for customers. The goal was to reduce customer reliance on crew members for information and to greatly improve the information provided to our crew members to assist them in their regular duties.
* Worked on both Waterfall and Agile models.
* Maintained a thorough knowledge of the assigned application, functional areas of the project. And active participation during sprint planning sessions.
* Test planning and test cases creation and test case execution. Worked with the automation team on Eggplant tool.
* Involved in smoke, regression, functional testing for 13 different customer facing and crew member facing screens.
* Trained new employees on applications which are used on daily basis

& the domain information about flight and passenger domains and company guidelines to promote productive and high-quality work.

* Was responsible for sending weekly reports for the projects in QA and maintaining the company timesheets and JB projects timesheets.

# Operations Analyst - MAERSK

Pune, Maharashtra July 2015 - June 2016

Worked with Operations project specifically for Jebel Ali Port of Dubai, United Arab Emirates.

Worked with Email and Voice Support project for Shipping and logistics

related queries.

Built and maintained relationships with new and existing clients while providing high level of expertise.

Produced documentation, status reports.

Maintained customer satisfaction with addressing customer needs and resolving concerns.

Provided primary customer support to internal and external customers.

Answered customer telephone calls promptly to avoid on-hold wait times.

Working closely via phone, email, and web teleconference.

# Senior Associate - WNS

Pune, Maharashtra August 2013 - July 2015

Worked as a Senior associate representative for a UK client & supported through mails and voice support for work and queries related to Pension Schemes, Mortgage, Insurance and calculating Equated Monthly Installments.

Actively listened to customers' requests, confirming full understanding before addressing concerns.

Worked with customers to understand needs and provide excellent service.

Worked with customers in person and via telephone to answer questions, process transactions and resolve issues.

Reviewed financial statements and contacted institutions and customers to clarify details.

Communicated acceptance or rejection to applicants via mail, email, telephone or personal consultations.

Verified client information by analyzing existing evidence on file.

Observed strict procedures to protect sensitive information about the customer’s bank details, mortgage details and pension scheme records and payment data.

# Senior Associate - SLK Global

Pune, Maharashtra March 2012 - July 2013

Worked with SLK Global as an associate, it was a US based client and the project was related to payment protection plans related to Digital cards, pension plans, credit cards and debit cards. It was voice outbound process outsourcing process.

Contributed to team success by completing jobs quickly and accurately.

Maintained productive, efficient approach to all tasks.

Trained new team members by relaying information on company procedures and safety requirements.

Developed strong cooperative relationships with coworkers and managers.

Learned all required tasks quickly to maximize performance.

# Senior Technical Support Engineer L-2 - IBM

Pune, Maharashtra July 2010 - December 2011

Worked with IBM, as a Level 1 and Level 2 Technical Support

Engineer for a UK client. I use to troubleshoot issues related to slow speed in Internet, installing any new software's, get in touch with British Telecom and providing support and maintenance.

Served as primary point of contact for support relating to owned solutions and products.

Provided guidance on installing and integrating new hardware components and software to remote clients.

Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.

Explained technical information in clear terms to non-technical individuals to promote better understanding.

Devised solutions to operations issues related to System and Software, working closely via phone, email, live chat and web teleconference.

Patched software and installed new versions to eliminate security problems and protect data.

Worked flexible hours; night, weekend, and holiday shifts.

Quickly learned new skills and applied them to daily tasks, improving efficiency and productivity and promoted to L2 support.

# **EDUCATION**

R & D E (Engineers) Army School - SSC

(SSC)

Pune, Maharashtra. March 1993 - March 2005

# Pune University - HSC

(HSC)

Pune, Maharashtra. April 2005 - March 2007

# Pune University - Bachelor of Computer Applications

(Bachelor of Computer Applications)

Pune, Maharashtra. April 2007 - April 2010

# **SKILLS**

SQL Knowledge

Strong Oral and Written Communication Skills

Familiar with Waterfall / Agile Methodology

5+ Years of QA Experience Focusing On Software Verification and Back End Validations.

Creating Documentation, Preparing Software Tests, Composing Defect Reports, Sign-off Procedures

SDLC / STLC Knowledge, Regression, Functional, End To End Testing

Familiar with Jira, QTest, Domains Used In Airline Industry, HPALM Etc.