

SUJITHRA BALAKRISHNAN

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PROFILE

Highly motivated and detail-oriented Manual Testing professional with a strong foundation in software testing concepts. Skilled in analysing requirements, test cases, performing functional and regression testing to ensure high-quality software delivery. Familiar with defect tracking tools like JIRA and proficient in documenting test results and reporting bugs. Knowledge of software development life cycle (SDLC) and software testing life cycle (STLC). Enthusiastic to learn and contribute to the success of QA teams in Agile and collaborative environments.

WORK EXPERIENCE

Intern Software Tester – SMEC Labs, Ernakulam (Jan 2024 - Mar2024)

- Experience in Manual testing , SDLC, STLC, Test case design and bug management
- Experience in designing Test Plans, defining Test Cases, generating and maintaining Test Scripts, and analyzing tests.
- Expertise in problem solving and Bug Reports using Bug Tracking Tools.
- Well versed with Black Box and White Box testing.
- Extensive experience with Jira for bug tracking and management.
- Performances Tool : JMeter, Basic SQL

Technical Support Engineer – CAD Centre Pvt Ltd, Palakkad (2022-2023)

- Initial installation and configuration of software and systems.
- Troubleshooting and fix the software issues in desktops/Laptops.
- Identifying and resolving problems or errors during the use of a product or services.
- Software updates and patches updating software applications and installing patches or bug fixes to improve functionality and security.
- Troubleshooting the Browsers and operating system related issues.
- Providing instructions, tips, and best practices to help users make the most of a product or service.
- Configuring mails like Outlook.
- Assisting the account-related issues, such as password resets, account recovery, or access permissions.
- Using remote desktop software or other tools to access a user's device and resolve issues directly.
- Helping users to different software and systems work together seamlessly

Customer Support – Radical Minds Technologies Pvt Ltd, Bangalore (2019-2020)

- Have done doing multitasking in handling calls, chats and email tickets.
 - Attending weekly calls with customers.
 - Coordinating with all teams for critical and major incidents for quick recovery.
 - Ticket Creation
 - Communicating the customer regarding the ticket creation.
 - Assigning the ticket to Level 2 team
 - Interacting with customers and resolving their inquiries and complaints.
 - Collect information from customer and update the team
 - Chasing the ticket to level
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TECHNICAL SKILLS

- Service now Test Case Design & Execution: Expert in creating, executing, and documenting detailed test cases.
 - Manual & Exploratory Testing: Proficient in manual and exploratory testing to ensure optimal software Functionalityand user experience.
 - SQL/Database Testing: Skilled in SQL queries for data validation and comprehensive database testing.
 - Bug Tracking: Jira for defect logging and tracking.
 - Performance Testing: Basic knowledge of performance testing using Load Runner and JMeter.
 - SDLC/STLC Knowledge: Strong understanding of Software Development and Testing Life Cycles.
 - Test Documentation: Competent in developing test plans, test cases, scripts, and bug reports.
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PROJECT EXPERIENCE

Manual Testing Nexa Health (2024)

- Analyzed web application requirements to design detailed and effective test cases.
 - Experience in designing Test Plans, defining Test Cases, generating and maintaining Test Scripts, and analyzing tests
 - Prepared test summary reports and presented findings to stakeholders.
 - Collaborated with senior testers and developers to resolve defects and improve product quality.
 - Executed functional, regression, integration and system testing to validating application performance.
 - Logged and tracked bugs using JIRA, prioritizing issues for development teams.
 - Conducted exploratory testing to identify edge cases and hidden bugs.
 - Prepared test summary reports and presented findings to stakeholders.
 - Collaborated with stakeholders for UAT, ensuring the software met business and user expectations.
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EDUCATION

- **Master of computer application - 2024(Ongoing)**
Indira Gandhi National Open University
 - **Bachelors of computer application - 2019**
Sree Narayana guru college Coimbatore
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CERTIFICATION

- **Advanced Software Testing (2024)**
SMEC Labs
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