

## Professional Synopsis

Detail-oriented and highly motivated manual tester with excellent analytical and problem-solving skills. ISTQB certified tester and holds multiple certifications in digital marketing and Data Analytics seeking an entry-level position to contribute to the success of a dynamic software testing team.

## Skills Summary:

**Role Based:** Manual testing, Test case creation, Test execution, Defect management, Regression testing, Test documentation, JIRA, SQL, Python, SEO, SMM & SMO.

## Education and Certifications:

- B. Com from Delhi University
- M.B.A in HR from Symbiosis center for distant learning.
- 1 year Post Graduate Program in Data Analytics using Python and SQL from Purdue University USA.
- ISTQB Foundation level Certificate

## Certifications:



## Tools Worked on:



## Work Experience:

### Academic Projects

- Developed and executed test plans for a web-based application.
- Conducted system testing to ensure the functionality met specified requirements.
- Identified and reported defects.
- Created and maintained documentation for the testing process.

## Employment Details:

**Computer Faculty**/Bhartiya Vidyapeeth Rabindranath Tagore School of Excellence, Pune  
December'24

04/22- till 13<sup>th</sup>

SNBP International School, Pune

06/19 - 3/22

**Operation Executive / Aviva Life Insurance**

*05/2010 - 09/2010*

- Handled customer grievances related to life insurance policies & Health policies providing them with the resolution in order to increase customer satisfaction(C-SAT) score of the company
- Handled highly escalated cases for the follow up & resolution at the earliest
- Coordinating with Co dept to ensure timely closure on the escalated cases
- Taking grievances & service requests of customers & agents as well & providing them with the resolution through E-Mails
- Mentored new executives about the products & process to ensure that quality service is delivered to the customers and agents
- Resource Management & staffing Planner for the Team.
- Coordinate with HR for on boarding new resources through hiring or internal job postings, plan interview schedules and communicate with all stakeholders

**Operation Executive / Max New York Life Insurance Co. Ltd and Genpact**

*09/2007 - 11/2009*

- Collate Analyzed and Presented overall Unit performance on Weekly basis.
- Gathered business requirements, and documented the required changes/process flow in Pivotal CRM
- Coordinated with the IT team for changes and enhancement for customer service module of pivotal CRM and also facilitated UAT
- Schedule fortnight meeting between IT and business leadership to know the status of change initiatives.
- User acceptance testing- Document the test cases based on business requirement.
- Operations Management- Handled customer grievances related to life/health insurance policies & providing them the resolution. Adept at maintaining cordial relationship with customers, ensuring quality and service norms thereby achieving customer satisfaction and business retention.

**Team Leader / Just Dial services (A&M communications India P Ltd)**

*07/2003 - 06/2007*

- Handled the team of 4 members selling the concept of “Just dial services” & helping them in achieving their targets, preparing team performance reports on daily & monthly basis and also training them on regular basis.
- Constant monitoring of productivity and performance
- Conduct Audit of MIS and reports
- Published weekly MIS
- Managed team development with monthly refresher sessions and objection handling

- Actively involved in recruitment activities short listing of profiles, conducting interviews and communicate with all stakeholders.

**Just Dial services (A&M communications India P Ltd) (Jul '03 – Jun '07)**

Designation: Team Leader

- Handled the team of 4 members selling the concept of “Just dial services” & helping them in achieving their targets, preparing team performance reports on daily & monthly basis and also training them on regular basis.
- Constant monitoring of productivity and performance
- Conduct Audit of MIS and reports
- Published weekly MIS
- Managed team development with monthly refresher sessions and objection handling
- Actively involved in recruitment activities short listing of profiles, conducting interviews and communicate with all stakeholders.