

Profile

Skilled automation testing professional with exceptional expertise in troubleshooting, designing tests & executions, identifying bugs & reports, and managing quality issues. An effective communicator, able to collaborate with teams and prioritize the work using analytical and problem-solving skills.

Experience

· EXPRESS-SCRIPTS HEALTH CARE - CONVERSATIONAL AI 2023 (NOV 2022- FEB 2024)

I worked on ESHC - Conversational Ai 2023, We are working on bot building in kore ai platform and client is Express scripts. Kore.ai is a conversational AI platform that enables businesses to build and deploy intelligent virtual assistants and chatbots. It offers a comprehensive set of tools and features to design, develop, and manage conversational interfaces across various channels such as IVR, chat messaging platforms, and voice assistants. The main objective of Kore.ai is to enhance customer engagement and streamline business processes through the power of natural language understanding and automation. The platform utilizes machine learning algorithms and natural language processing techniques to understand user queries, provide accurate responses, and automate tasks.

Roles and responsibilities:

My role is tester in this project ESHC Conversational ai 2023, I was preparing testcases in Cyara Automation tool to enhance the quality, reliability and performance of system applications. My Deliverables are automated test scripts for various test scenarios, Test execution reports with detailed finding and recommendations and includes test plans, test cases, and maintenance guidelines. I worked on preparing test cases in QA region. And also I worked on JMeter scripts and Genesys Administrator for AOM calls.

Career Highlights:

- 1) I completed Cyara, Java , Java script, Spring Boot courses in udemy and I got certified in these courses.
- 2) 1) I got certified in kore ai basic and advanced training

Education

Bachelor of Engineering in Electronics and Communication | July 2022 | Saveetha School of Engineering, Chennai.

Skills

- Cyara
- Kore.ai
- J Meter
- Genesys Administrator
- Java