Pramod Sapkota

Email: pramodsapkota213@gmail.com
Contact: +977 9868832972
Address: Bhaktapur, Nepal

Summary

Highly Skilled Quality Assurance Engineer with over more than 1 years experience in software testing, test planning, execution, defect tracking, and automation. Proven track record in collaborating with development teams to identify and resolve critical bugs, resulting in a 25% reduction in customer-reported issues and a 15% improvement in customer satisfaction scores. Strong analytical and problem-solving abilities with acute attention to detail.Exceptional skills in analyzing and reporting on test results, providing valuable insights to the product team and contributing to a 20% increase in product quality.

Work Experience

Quality Assurance Engineer
Krispcall Telephony(Codavatar Company PVT . LTD, Singapore)
From July 2, 2023 to March 12th, 2025

Responsibilities:

- Developed and maintained test documentation, such as test plans, test cases, and bug reports, ensuring a comprehensive and organized testing process.
- Executed test cases and documented test results, identifying defects and verifying fixes.
- Collaborated with cross-functional teams including developers, business analysts, and product owners to ensure the quality of software products.
- Utilized test automation tools (e.g., Cypress) to automate test cases and increase testing efficiency
- Conducted regression testing to ensure the stability of software releases.
- Actively participated in Agile ceremonies such as sprint planning, daily stand-ups, and sprint reviews.
- Provided timely and accurate status reports on testing progress and defect metrics.
- Proficient in API testing using Insomnia and Postman tools.
- Security Testing of the website using a Zap Software and Analyze the website vulnerabilities
- Involved in verification of data into the database using a sql query during the time of data migration verification.

- Involved at different third party integrations (CRMs and other tools) testing and give successful integration above 50 CRMs and other tools at Krispcall applications

- Trained and mentored other quality engineers, resulting in an increase in team productivity and a 15% improvement in team satisfaction scores.

Nobel Internship

During my internship in the Fundamental program led by Nobel, I went through several phases that contributed to my personal and professional growth. I joined the program and completed a 90-hour fundamental course, which provided me with a solid foundation in my field of interest.
1. Leadership Development
2. Networking
3. Technical Skills Enhancement
4. Communication Skills

Skills & Competencies

- Manual Testing
- Automation Testing
- Test planning and execution
- Test case development and maintenance
- Bug tracking and reporting (Jira)
- Logs monitoring using Data Dog
- Troubleshooting and problem-solving
- Cross-functional collaboration
- Web and CRM Integration Testing
- Mobile Application Testing
- Continuous improvement
- Agile methodologies
- Performance testing
- Security testing
- Usability testing

Education Qualification

Course	Institution	Board	Year of passing
BSc.IT(Hons)	Lord Buddha Education Foundation	Asia Pacific University	2022 A.D.
+2 (Science)	Capital Secondary School	NEB	2018 A.D.
SLC	Tamakoshi English Boarding School	NEB	2015 A.D.

Certifications/Achievements

- Software Engineering / Software Engineering and SSAD- Manipal Pro Learn
- Software Testing-Great Academy Learning
- Selenium Basics-Great Academy Learnings
- HTML5/IWT program- Manipal Pro Learn
- Managing Big Data Using MySQL-Coursera
- Building Web Application in Django-Coursera
- AWS Academy Graduate - AWS Academy Cloud Foundations, Amazon Web Services(AWS)

Declaration

I consider myself with all types of work in any corporate aspect. I assure you to do work confidently and sincerely in the team. I hereby declare that the information furnished above is true and is based on my knowledge.