

PRASENJIT DASGUPTA

SUMMARY

I have 8+ years of experience in I.T. Industry and contributed in different areas like UX Design, QA & Testing, Business Analysis, User and Customer Experience, Stakeholder Management, Staff Management etc. My area of interest have been always around managing customers & Business stake holders, understanding their pain points with empathy and use their feedback to improve my work.

EXPERIENCE

Business Analyst, 01/2021 - Current

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- Analyzed customer requirements and translated them into software specifications.
- Developed user stories, use cases, workflow diagrams, and other artifacts for documenting requirements.
- Worked closely with product owners to define acceptance criteria for features.
- Conducted interviews with stakeholders to gather information about their expectations of the system's functionality.
- Assisted in developing test plans based on functional requirements and user stories.
- Gathered feedback from users during testing cycles and updated documentation accordingly.
- Communicated regularly with project teams regarding progress and any potential risks associated with the project.
- Ensured that all deliverables meet predefined quality standards before release.
- Maintained an up-to-date repository of all project deliverables including documents, reports, presentations.
- Managed testing cycles, test plan creation and coordination of user acceptance testing.
- Analyzed user needs and software requirements to determine design feasibility.

QA Analyst, 12/2017 - 01/2021

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- Developed and maintained test plans, cases, scripts, and data for manual and automated testing.
- Reviewed requirements documents and developed test plans to meet customer objectives.
- Created detailed bug reports with steps to reproduce the issue along with screenshots when necessary.
- Worked closely with developers to analyze root cause of defects and provide solutions.
- Ensured compliance of products with industry standards by executing tests in accordance with established quality assurance procedures.



CONTACT

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SKILLS

- Quality Assurance
- Requirements Gathering
- HTML and CSS
- Staff Management
- User Acceptance Testing
- Product Management
- UX Design
- Wireframing and Prototype Design
- Design, Layout, and Typography
- Team Collaboration
- Backlog Management
- Test Planning
- Cross-Platform Testing
- Test Scheduling
- Responsive Design
- Estimation
- Manual Testing
- Scenarios and Use Cases
- Test Plans and Test Methodologies
- Scrum Methodology
- Black Box Testing
- Requirements Analysis
- QA Reporting
- Bug Tracking and Resolution
- Software Defect Documentation

- Conducted end-to-end black box testing of new products or existing features prior to release cycles.
- Utilized defect tracking tools such as JIRA to track issues reported during the QA process.
- Analyzed software requirements in order to develop comprehensive test plans that validate the functionality of the application.
- Collaborated with other departments such as engineering, customer support, sales, to resolve customer issues quickly.
- Met project scope and delivery dates by planning optimal testing schedules.
- Documented, triaged and managed defects and worked with developers to facilitate timely resolutions.
- Wrote and updated manual test cases for team use, maintaining optimal organization for maximum productivity.
- Worked with Agile and Scrum methodologies to accomplish project milestones and meet demanding timelines.
- Communicated effectively both verbally and written with internal stakeholders at all levels.

- User Experience Testing
- Design Mockups
- Balsamiq.
- Figma.
- Adobe XD.

UX Designer, 03/2015 - 11/2017

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- Defined user experience goals and objectives based on project requirements.
- Created wireframes, user flows, prototypes and mockups to visualize design concepts.
- Conducted usability testing to identify areas of improvement in the product interface.
- Analyzed user feedback and conducted competitor analysis to inform design decisions.
- Collaborated with stakeholders to ensure alignment between business needs and user experience design.
- Developed interactive prototypes using HTML, CSS, Bootstrap etc.
- Provided support during quality assurance testing by identifying potential issues related to UX and UI design elements.
- Researched industry best practices for mobile-first design principles and techniques.
- Developed style guides and visual standards for branding consistency across products.
- Documented processes for creating a consistent look-and-feel across all interfaces.
- Presented designs to stakeholders at various stages of the project lifecycle.
- Developed and documented style guidelines for website content.
- Participated in brainstorming sessions with cross-functional teams to explore innovative solutions.

EDUCATION AND TRAINING

Bachelor of Technology (CGPA: 8.02), Electrical And Electronics Engineering (EEE), 06/2014

West Bengal University of Technology - West Bengal

Higher Secondary (12th Standard), (Percentage: 64%), Science, 05/2009

Sudhir Memorial Institute - Madhyamgram, Kolkata

CERTIFICATIONS

- Google UX Design Professional Certificate.
 - Web Design Certification (Training - Waterflame Institute, Bhubaneswar, India).
 - Professional Scrum™ with Kanban 1 (PSK 1) Certification.
 - Professional Scrum Master 1, (PSM 1).
 - Professional Scrum and Product Owner 1, (PSPO 1).
 - International Software Testing Qualifications Board, (ISTQB) certificate.
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LANGUAGES

Bengali: First Language

English:	B2	Hindi:	A2
<div><div></div></div> Upper Intermediate (B2)		<div><div></div></div> Elementary (A2)	