

Saurabh Kumar

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Career Objective

To secure a challenging position in an organization, where I can effectively contribute my skill and full potential as well as for the welfare and development of the organization.

Work Experience

Having 1.5 years of experience.

Company : Fidelity Information Services (FIS)

Designation: ATM Executive

Tenure : 19th September 2018 to Present

Job Responsibilities-

- Providing support to ATMs of different states and keeping it operational.
- Logging tickets for different fault appearing in ATMs to particular vendors to resolve issues within given TAT.
- Taking follow up of the logged tickets to know the progress of the task.
- Timely escalation of all incidents logged into the team trouble to appropriate management levels.
- Properly escalating the unresolved issues to different level.
- Identify reoccurring issues and determine the root cause, own/follow-up with respective team until problem resolution.
- Managing and prioritizing the several open issues at the same time
- Adhering the term and policies of the company.
- Creating daily works reports and other works assigned by team leader and manager to make the business process smooth and efficient.

Technical Skills***Manual skills-***

- Strong knowledge in **SDLC** concepts.
- Familiar with various life cycle models like Waterfall, spiral, V model, Prototype models.
- Strong knowledge in **STLC** concepts.
- Good knowledge in Agile Methodology.
- Basic Knowledge in **Smoke Testing**.
- Knowledge in **Functional Testing, Integration Testing, System Testing**.
- Good knowledge on **Test Cases, Test Scenarios**.
- Knowledge in **Regression Testing**.
- Good Knowledge in Build concepts.

Automation Skills-

- Basic knowledge in Selenium IDE and Selenium RC.
- Good understanding Actions and Select class.
- Knowledge on Web driver wait statement.
- Good understanding of Browser and Web Element Control

Programming Skills-

- CORE JAVA

Database skills-

- SQL

Certification-

Having 6 month certification in Manual and Automation Testing.

Project- Campus Connecting System

It is a web based application that stores all information about different departments of a campus. This is a college based project so it tracks the information about the faculties and students.

Roles and Responsibilities-

- Executing all Sql Queries.
- Writing Test cases and Test Scenarios.
- Performing different testing manually on UI

Educational Qualification

- Bachelor of Engineering from SIRT Bhopal.
- SSC from Wazirganj College Wazirganj.
- HSC from RJS International School, Wazirganj.

Interests

- Solving Logical and Mathematical Problems.
- Photo Editing.
- Social And Community Work
- Internet Surfing

Personal Details

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