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San Francisco, CA 94123  • aks.qa0712\_1@bold.com

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Quality Assurance Software EngineerAug, 01/2014 to 07/2016

Infosys

* San Francisco, CAPrepared and presented technical proposals for clients.Troubleshooted and resolved web application issues escalated from customer supportand other departments with a 100% success rate.Worked with clients to analyze computing and network needs and installed appropriatesolutions within each organization's budget.Improved reliability of supply chain software, systems, database and order processing.Served as sole database administrator for Sybase, Oracle and MS SQL running on variousoperating systems.Streamlined acquisition of reporting requirements and specifications to disseminateacross multiple business lines and IT support teams.Developed IT strategic vision and drove key departmental objectives.Completed proof-of-concept thin-client web framework for enterprise intelligenceapplications with web developer under extreme deadline.Investigated department processes and facilitated company becoming ISO9000-qualified.
* Software Quality Assurance ConsultantJul 2016BOLD.
* San Francisco, CAApplied best practices of software development while staying abreast of advances in thepractice.Executed functionality and feature development both within current applicationframework and on next-generation frameworks.Tested features across various browsers.Fixed bugs as they were encountered.Created interactions and APIs that reinforced trust, increased security and made itharder to do the wrong thing.Envisioned inspired new products, features and flows.Answered user inquiries regarding computer software and hardware operation.Set up equipment for employee use.Installed and performed repairs to hardware, software and peripheral equipment,following design and installation specifications.Conducted computer diagnostics to investigate and resolve problems and provide technical assistance and support.Developed training materials and procedures.

**Education**

2007

High School DiplomaLucknow Public School - Lucknow, up

**Summary**

Senior Lead Web Developer specializing in front end development. Experienced with allstages of the development cycle for dynamic web projects. Well-versed in [ProgrammingLanguage] and [Framework]. Strong background in management and leadership. SeniorSoftware Engineer with [Number]+ years in analysis, design, development, testing andimplementation of various internet-based applications. Systems Engineer focused onsupporting large-scale software systems. Expert in [Programming Language].

**Highlights**

|  |  |
| --- | --- |
| UI/UXActionscriptSQLJIRAScrumMySQLData warehousing and analytics | browsers, budget, hardware, concept, client, clients, database administrator, database, features, ISO9000, IT support, enterprise, network, next, Oracle, processes, proposals, Quality Assurance, repairs, reporting, San, software development, MS SQL, strategic, supply chain, Sybase, technical assistance, training materials, vision, warehousing, web developer |

**Skills**

* browsers, budget, hardware, concept, client, clients, database administrator, database, features, ISO9000, IT support, enterprise, network, next, Oracle, processes, proposals, Quality Assurance, repairs, reporting, San, software development, MS SQL, strategic, supply chain, Sybase, technical assistance, training materials, vision, warehousing, web developer