

RAVI KUMAR



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CAREER OBJECTIVE

Seeking a challenging position in a technical organization that can provide with an opportunity to improve my skills and strengths in conjunction with the organizational goals and to attain excellence through experience. Now I am trying to make career in Quality Analyst.

LOCKDOWN ACHIEVEMENT

- **Manual Testing**
SDLC, STLC, White Box Testing, Black Box Testing.
Defect Report, Test Case, Test Plan, Test Scenarios.
Function Testing, Non-Function Testing, Integration Testing.
GUI Testing, Exposure in API Testing.
Smoke Testing, Regression Testing, Performance Testing, Adhoc Testing
"Agile Methodology ", JIRA
- **Learn Python (Django Framework, Flask)**
- **Front End Development**

EXPERIENCE

Network Engineer

APM Technologies Dec 2017 - Present

- Makes some easy scripts for making work easy for the client and give them.
- Research and identify solutions to software and hardware issues.
- Test the Beta vision of the software after every release and make bug/defect report of GOM software.
- Making python scripts in GOM Software for clients.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers targeted questions to quickly understand the root of the problem.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Properly escalate unresolved issues to appropriate internal teams.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.

Hardware and Networking Engineer

BDCS Connecting India Pvt. Ltd., India (Sep 2014 – Dec 2014)

- Configuration, Troubleshooting & Backup (.pst file) of MS Outlook 2010, 2013 & 2016.
- Installation and troubleshooting of Network, Local & Shared Printers.
- Providing Hardware/ Software and Network level support to the client.
- Installation and testing the android apps and report the bugs of the app.
- Experience to setup a news channel.
- Handling all over the network and build up a fully functional News channel.
- Installation and configure of DVR/Cameras for create a surveillance.

ACADAMIC EDUCATION

- Post Graduate M.Sc. (Computer Science) from Dr. Bhim Rao Ambedkar University, Agra (2014).
- Graduate B.Sc. (Computer Science) from Dr. Bhim Rao Ambedkar University, Agra (2012).
- Passed Senior Secondary from UP Board (2009).
- Passed Higher Secondary from UP Board (2007).

PROFESSIONAL EDUCATION

- 1 Year diploma in Computer Hardware and Networking from **Jetking** Institute, Aligarh
- D.C.A (Diploma in Computer Application)
- Cisco Certified Course CCNA done By IIMT College, Aligarh

ADDITIONAL SKILLS

Python

Django/Flask

HTML

CSS

Java Scripts

Manual Testing

MS-Office

Windows

Networking

C, C++, JAVA

ACHIEVEMENTS

- Certification Service Training of GOM Scanner From **BRAUNSCHWEIG, GERMANY (2018)**
- Topper of the College in M.Sc. (Computer Science) Rank 2

PERSONAL DETAILS

Date of Birth : 11th July 1992
Father's Name : Mr. Ved Prakash
Nationality : Indian.
Hobbies : Music, coding, Eager to Learn New things
Language Known : Hindi & English
Marital Status : Married

Date: _____

Place: - New Delhi

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