

# Samyam Dhamala

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## Summary

Analytical and technically adept Data Analyst with 2.5+ years of experience in data validation, QA testing, and visualization. Skilled in Python, SQL, Power BI, and Tableau with a strong background in Agile, Software Development Life Cycle (SDLC), and cross-functional collaboration.

Proven ability to generate insights from complex datasets, automate processes, and develop interactive dashboards for data storytelling. Adept in QA engineering and exploratory data analysis, combining technical rigor with business acumen.

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## Technical skills

**Languages & Frameworks:** Python, JavaScript, Dart, C/C++, C#, Java, .NET, Node.js

**Testing & Tools:** Cypress.js, Postman, Swagger, Git, GitHub, JIRA, SDLC, API Testing

**Data & Visualization:** SQL, MySQL, Oracle, R, RStudio Power BI, Tableau, MS Excel

**Other Skills:** Agile/Scrum, Manual & Automated Testing, MS 365 Suite, SDLC

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## Work experience

### Technical Support Assistant Intern

*University of New Haven | Jun 2025 - Present | West Haven, CT*

- Resolved 550+ support tickets across analyzed issue trends, reducing resolution time by 30%.
- Configured and updated the AI ChatBot knowledge base, improving accuracy response efficiency by 25%.
- Documented and tracked repair, software installation, and network data in the ticketing system to identify recurring issues and optimize support processes.

### Teaching Assistant (Python Programming)

*University of New Haven | May 2025 - Present | West Haven, CT*

- Guided students through Python labs, debugging, and problem-solving techniques.
- Facilitated lessons on object-oriented programming and core Python concepts.
- Evaluated and provided feedback on 50+ assignments.

### Software QA Engineer (Contract)

*Cedar Gate Technologies | Dec 2023 - Jan 2024 | Kathmandu, Nepal*

- Conducted functional and regression testing on a healthcare analytics platform.
- Collaborated with development teams to refine workflows and improve UX.
- Identified critical bugs through exploratory and edge-case testing.

### QA/QC Engineer

*Innovate Tech | Feb 2022 - Dec 2023 | Kathmandu, Nepal*

- Implemented Cypress-based test automation, increasing coverage by 40%.
- Created 100+ reusable test cases and performed load testing via JMeter.
- Reduced customer-reported defects by 55% through robust quality assurance practices.
- Participated in Agile ceremonies and delivered regular QA performance reports.

### QA Trainee

*SB Solutions | Jul 2021 - Dec 2021 | Kathmandu, Nepal*

- Executed 30+ regression and performance tests for financial applications.
  - Contributed to early-stage test automation and defect triaging.
  - Participated in security testing initiatives and defect triaging.
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## Education

**University of New Haven** MSc. Information Science (GPA: 4.0), Present

**London Metropolitan University** BSc. (Hons) Computing (GPA: 4.0), Graduated 2022