SOFTWARE TESTER

REBECCA SOLOMON

GET IN CONTACT

📞 519-902-5324

✉ rebeccasolomon1994@gmail.com

📍 4838 Abbott street East, Stittsville, Ottawa, Canada, K2V 0L4

PERSONAL PROFILE

Reliable, energetic and resourceful customer service professional with over three years of experience in resolving customer complaints and promoting conflict resolution

AREAS OF EXPERTISE

- Excellent communication and leadership skills with the ability to communicate and lead to large groups.
- Ability to multitask, prioritize and solve problems under pressure.
- Proficient in Java, SQL, HTML and CSS.

OTHER SKILLS

- Business English Certificate at Vantage level
- Proficiency in English, Hindi, Tamil and intermediate proficiency in French.
- Volunteered and coordinated various fundraising events .
- Completed theory and practical piano examinations from Trinity College London

WORK EXPERIENCE

BIG BAZAAR (RETAIL AND GROCERY STORE)– CHENNAI, INDIA
Customer Service Representative | Jan 2018 – Dec 2019
- Received employee of the month 2 times and often received customer appreciation.
- Serve customers promptly, courteously and responsibly and in addition to interacting with customers.
- Kept records of customer interactions, processed customer accounts and filed documents.
- Collaborated with team to quickly resolve customer complaints with appropriate action.

BETHESDA MEDICAL MISSION HOSPITAL– CHENNAI, INDIA
Front Desk Executive | May 2016 – Aug 2016 & Jan 2017 – Dec 2018
- Served patients and visitors courteously and assisted them with following hospital protocols.
- Ensured accurate patient information during registration and billing.
- Scheduled appointments, tests, scans and maintained patient records.
- Maintained stock of forms and office supplies.
- Ensured cleanliness and sanity of the reception area.

COGNIZANT TECHNOLOGY SOLUTIONS– CHENNAI, INDIA
Programmer Analyst | Dec 2016 – Jan 2020
- Extensively involved in preparing documents for test whilst communicating and understanding Client/Product owner requirements
- Proficient in programming languages and working collaboratively with other teams.
- Discussion leader at Peer–review meetings to ensure test coverage.
- Tested, logged and tracked defects found in various web applications.

EDUCATION HISTORY

ALGONQUIN COLLEGE, OTTAWA
Ontario College Graduate Certificate, August 2021
Interactive Media Management

FANSHAWE COLLEGE, LONDON
Ontario College Graduate Certificate, August 2020
Software Information and System Testing
- Dean's Honor Roll for achieving academic excellence in 2020 summer term.

ST. JOSEPH'S COLLEGE OF ENGINEERING,
Bachelor of Engineering, August 2020
Electronics and Communication Engineering
- Campus/College ambassador for Entrepreneurship Cell at IIT–Kharagpur