

# Saurabh Singh

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in <https://www.linkedin.com/in/saurabh-singh-mern-stack-qa-tester/>

## Profile Summary

Technical Support Engineer with 4 Years of Experience managing technical services and support operations on BMC Remedy(2Years). Proficiency in BMC Remedy ARS,ITSM,Foundation Data,SRM,SLM. Hands on Experience with Devops tools like Docker Swarm,Kubernetes and Ansible.

## Professional Experience

07/2021 – present

### Technical Support Engineer

*Vyom Labs*

- Installation of BMC remedy AR System on Windows Environment
- Requirement Understanding and development of application.
- Creation of User Roles, Groups as per the Permission mentioned in the business requirement.
- Customization of various forms, creating workflows.
- Configured deployable applications.
- E-Mail engine Configuration and troubleshooting.
- Sharing Health Check Report.
- Work on Stuck/Initiate Requests.
- To work on Attrium Core Console jobs.
- Troubleshoot customer issues and recommend appropriate actions
- To Validate Peoplefeed files and then upload it in Remedy

02/2021 – 06/2021

### Full Stack Web Developer

*Intelliplanar*

- Worked in Intelliplanar Company on Contract Basis
- Worked on Social Networking Site with complete knowledge of MERN Stack
- Developed and Implemented responsive user interface using React Js Components

12/2019 – 01/2021

### OTT App Tester

*Zee Entertainment Enterprises Limited*

- Performed manual testing on Zee5 App Globally on Web, Android, and Connecting Devices.
- Worked on Jira to create bugs and ticket status.
- Performed Smoke Testing, Sanity Testing, Regression Testing functional and ad-hoc testing.
- Curated Test Reports and bug findings in Reports. and learnt to take logs from Fiddler
- Increased efficiency by 25% through defect Reporting, defect tracking and defect reproducing.


06/2019 – 07/2019

### Intern

*Binoc Technologies*

- Performed Unit Testing in Node JS using Mocha and Chai.

## Projects

06/2023 – 06/2023	<b>Built the Docker Jenkins Pipeline to Implement CI/CD Workflow</b>  <i>Built the Docker Jenkins Pipeline to demonstrate the continuous integration and continuous delivery workflow.</i>
01/2021 – 04/2021	<b>Grocery App</b> Build a grocery App where I lead of team of 4 members. The Front End Technologies used were JavaScript, ReactJs, HTML, CSS, Bootstrap. and Back-end technologies and Database used was Node.js, Express.js and MongoDB.
07/2023 – 07/2023	<b>Infrastructure Automation using Terraforms</b> <i>Automated the Infrastructure using Terraforms and installed Applications in it.Tools Used are EC2 Instance for creating the Infrastructue and Applications Installed are Jenkins and Ansible</i>

## Certificates

<b>Full Stack Software Engineering Program with specialization in MERN Stack Development from Lrned Technologies</b>	<b>Devops Certification Training</b> Topics Covered: Linux,ConfigurationManagement(Ansible),Continuous Integration,Continuous Delivery,Containerization(Docker,Kubernetes).
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## Skills

<b>HTML,CSS,Bootstrap</b> Using HTML,CSS and Bootstrap,I did two assignments	<b>Core Java</b> Using Core Java ,I did one project in college
<b>Manual Testing</b> I have hand on Experience in manual Testing in my Professional Experience.	<b>ARS,ITSM,SRM</b> Hands on Experience with ARS Installation,Configuring SLM,SRM,Foundation Data etc
<b>Ansible</b> YAML Playbook,Ansible Roles	<b>Docker</b> Created a Docker Jenkins Pipeline that will create a Docker image from the Dockerfile and host it on Docker Hub.
<b>Unit Testing</b> Performed Unit Testing in Node JS Using Mocha and Chai Framework.	

## Education

07/2015 – 12/2019	<b>Bachelor of Technology- CSE</b> <i>ICFAI University Hyderabad.</i>
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