



Tushal N Shah

CONTACT

#282, 2nd H Cross, 3rd
Stage, 3rd Block
Basaveshwaranagar
Bangalore 560079

tushalshah@gmail.com
+91-9986878956

OBJECTIVE

To find a challenging position in a fast growing organization with a global reach, where I could utilize my knowledge, skills, strengths and innovation to produce time bound exceptional results.

STRENGTHS

- Exhibits strong initiative to ensure efficient and effective completion of task.
- Team player with good organizational skills.
- Capacity and maturity to effectively interface with people at various levels
- Drive and desire to improve professionally.
- Strong Analytical abilities.
- Willingness to take an initiative

EDUCATION

BCA	2011 — 2014
SunRise University	
BCOM	2004 — 2007
Rajajinagar Pre-University College	
II PUC	2003 — 2004
Sheshadripuram Pre-University College	
STD X	2001 — 2002
Carmel High School	

WORK EXPERIENCE

Jigsaw Academy Education Pvt Ltd	Apr 2021 — Present
IT Manager	

Primary Responsibilities Includes

- Understanding & Assist in resolving day to day business issues.
- Implementing new & better product design & functionality.
- Sign-off on Applications on every major or minor release.
- Create formal reports for various stakeholders in the company.
- Strategizing with Team members and assigning tasks based on priority & severity.
- Setting up Internal meetings, Demos & Discussions among the team & stakeholders.

Jigsaw Academy is a global award-winning online analytics and big data training provider. Jigsaw Academy is a group of data scientists and educators who are on a mission to train the next generation of analytics practitioners.

Primary Responsibilities Includes

- Understanding & Assist in resolving day to day business issues.
- Create Test Cases and refine the product developed based on Issues & Interactions faced earlier.
- Sign-off on Applications on every major or minor release.
- Identify bottlenecks & bugs in product developed proactively.
- Create formal reports for various stakeholders in the company.
- Testing of complete application from end to end and assisting in resolving bugs.

Codeveda Pvt Ltd

May 2017 — July 2019

Software Test Engineer ---

Codeveda Pvt Limited is a software development company which builds scalable and efficient web and mobile applications which meet the specific business requirements of the customer. Codeveda handle it all from requirements definition, architecture, design, coding, testing to product maintenance and support. Codeveda believes in value customer's needs, and work beyond customer satisfaction. We are happy when our customers are able to achieve their business process automation as desired. Primary Services provided are in Web and Mobile Application Development, Software Testing, E-Governance Solutions, Database Administration.

Primary Responsibilities Includes

- Engaging with teams in discussions to provide constructive inputs, strategize and plan day to day activities of projects to deliver expected outputs within established time frame.
- Complete and deliver accurate work at accepted levels.
- Conducting Meetings with clients for understanding requirements, Training & providing Demo of Web Applications built.
- Testing of complete application from end to end and assisting in resolving bugs.
- Planning of Data Migration and Data Uploads for Projects.
- coordinating with 3rd parties like SBlepay, Bill Desk, Citrus etc. in assisting and integrating services with applications.

Ample Softwares Pvt Ltd

January 2015 — April 2017

Software Test Engineer ---

AMPLE Softwares Pvt Ltd is a software development company, offering software solutions to the public and private sectors, AMPLE Softwares believe in business ethics, innovative thinking, and timely delivery of solutions, team motivation & creating high quality space in the field of information technology.

Primary Responsibilities Includes

- Defect reporting and Tracking using Bugzilla for managing testing activities.
- Experience in Software Testing, well versed in manual testing along with experience in conducting Black Box Testing - Smoke, User Interface, Functional, System,
- Performance and Regression Testing.
- Engaged with upgrade team for their solution specific queries for the solution also worked and
- Provides support in building reference data during go live implementation.
- Providing the package access to each of the individual clients based on the release.

- Resolving the Client logged issues on priority on the request.
- Performed Domain Validation, Uptime testing, Regression and Defect Testing in client domain.

Flight Raja Travels Private Limited (VIA.com)

December 2009 — November 2013

Associate Accounts Executive

Flight Raja Travels Private Limited operates as an online travel agent in India, the Philippines, and Indonesia. It offers a travel network that provides travel suppliers with an extensive distribution reach for selling perishable travel inventories, such as domestic and international flight tickets, rail tickets, domestic and outbound holidays, flight and hotel packages, and bus and car packages. Flight Raja Travels Private Limited has a strategic alliance with Tiger Airways Singapore. The company was founded in 2006 and is based in Bengaluru, India.

Primary Responsibilities Includes

- Daily International Flights, IRCTC, Bus, Mobile Top ups, DTH reconciliation which will involve sales reconciliation, refund reconciliation along with processing, balance confirmations
- Reporting on a daily basis average transactions, sales, commission earned and net retention
- For Via Corporate clients, preparing on fortnightly basis sales report, outstanding receivables & payables, generation of invoices and responding to client queries
- For Via International Air Travel segment, reconciling air tickets purchased from various sub-agents on a fortnightly basis and computation of performance linked bonus
- Updating agent receipt into respective Agent IDs and resolving agent queries

Standard Chartered Bank

September 2007 — July 2009

Customer Relationship Manager

Standard Chartered PLC is a British multinational banking and financial services company headquartered in London. It operates a network of more than 1,200 branches and outlets (including subsidiaries, associates and joint ventures) across more than 70 countries and employs around 87,000 people. It is a universal bank with operations in consumer, corporate and institutional banking, and treasury services.

Primary Responsibilities Includes

- Handle customer inquiries, complaints, billing questions and payment extension/service requests.
- Repair trust, locate resources for problem resolution and design best-option solutions.
- Interface daily with internal partners in accounting, operations and consumer affairs divisions.
- Providing additional benefits to customer in the form of Loan, EMI conversion & other banking products.
- An unwavering commitment to customer service, with the ability to build productive relationships, resolve complex issues and win customer loyalty.

TECHNICAL EXPOSURE

Testing

Tools: Eclipse, HeidiSQL, Apache Tomcat, Excel, Android Emulator, Postman

Software Testing: Manual Testing, API Testing

Data Base Testing Language: MySQL

Test Management Tool: Bugzilla, Youtrack

Operating System

Windows, Ubuntu, Cent OS

PROJECTS

Client: Department of Kannada and Culture

Project 1: Program/Event Creation with Mobile Integration to display Geo-location & Pictures.

Team Size: 6

Duration: July 2018 - Sept 2018

Module: Event/Program Creation, Reports

The Department of Kannada & Culture wanted basically to track events/programs organized by various organizers throughout Karnataka and also assign Teams to perform at organized event/program through online with options to view the event/program location updated by organizers and view pictures updated by attending teams.

Project 2: Android app for Ge-location Tagging & Uploading Pictures

Team Size: 6

Duration: July 2018 - Sept 2018

Module: Location Tagging, Picture Uploads

The Department of Kannada & Culture wanted an android application through which they can intimate the organizers & Teams for creation of Events/Programs, Location of Events/Programs and Option to upload photos by attending Teams to upload Geo-location tagged photos of events/programs.

Client: Karnataka Industrial Areas Development Board

Karnataka Industrial Areas Development Board (KIADB) is a statutory body, constituted under sec.5 of Karnataka Industrial Areas Development Act (KIAD Act)-1966 vide order no. CI 67 GMI 66 dated 20th June 1966 to promote rapid and orderly establishment and development of industries and for providing industrial infrastructural facilities and other amenities in Industrial areas in the State of Karnataka. KIADB Act-1966, a special Act, provides for expeditious acquisition of lands for industrial and infrastructure purposes.

Project 1: Application Registration & Tracking (Under Maintenance Currently...)

Team Size: 6

Duration: April 2016 - Present

Module: Application Registration, Payment Gateway, Reports

KIADB's main focus is to acquire land & develop industrial estates, to do this they currently rely on complete manual process for processing any applications, payments & issuing certificates this resulted in very time consuming & lengthy process which would affect the client as well as KIADB, to overcome this we have automated the process for applying, processing applications & issuing certificates online, also integrating payment gateway service so as to make the process as simple and time effective. Along with this MIS reports have been also integrated so as to know the summary and status at various stages to help KIADB take effective decisions to overcome any future inconveniences.

Project 2: Bill Generation of Water Supply & Maintenance Charges

Team Size: 6

Duration: Dec 2017 - Mar 2018

Module: Bill Generation, Meter Readings, Collections, Reports

KIADB further wanted to automate Process of Water Supply & Maintenance Charges billing which was until now manually being processed on a monthly basis which was time consuming. to overcome this we have automated the process of generating bills, recording meter readings, issuing bills online and also integrating payment gateway service so as to make the process as simple and time effective.

Project 3: Android app For Application Tracking/Bill Payments/Reports/Notifications

Team Size: 6

Duration: November 2018 - February 2019

Module: Application Status, Payment Gateway, Reports, Water Supply Bills

KIADB requested android mobile application to easily manage tracking of KIADB Online applications, take necessary actions on the go and receive important notifications related payments, status & day to day activities, as well as allow KIADB Clients to make payment towards water supply bills as well as Applications applied on KIADB.

Project 4: Digital Signature Integration

Team Size: 4

Duration: February 2018 - March 2019

Module: Digital Signature

KIADB wanted all documents that are uploaded for the general public to be auto digitally signed during the process of upload by KIADB internal user.

Client: Karnataka State Small Industries Development Corporation Ltd

Karnataka State Small Industries Development Corporation Ltd (KSSIDC) is an undertaking of the Government of Karnataka. KSSIDC is registered as a Corporation aiming at rapid development of small scale industries in the state. To promote development of small scale industries, KSSIDC involves in activities like creating industrial areas, developing infrastructure facilities in industrial areas, procurement and sales of raw materials to small scale industries.

Project 1: Enterprise Resource Planning (Under Maintenance Currently...)

Team Size: 13

Duration: Feb 2015 - May 2016

Module: Commercial, Payroll, Accounts, Reports

The volume of processes and financial transactions to deliver these services, are high. To handle these processes, KSSIDC is relying mainly on existing manual processes. A legacy software is developed using COBOL programming language, which is maintained to record the accounting transactions of the organization. The processes and accounting transactions of the organization are identified as high priority areas to be computerized, in order to have proper financial and management control. Hence, a new ERP system is required which can help the management of KSSIDC to get timely and accurate information about different functions and activities of the organization.

Project 2: Application Registration, Tracking & payment for Online Land Allotment (Under Maintenance Currently...)

Team Size: 5

Duration: Oct 2017 - Feb 2018

Module: Application Registration, Payment Gateway, Verification, Evaluations, Approvals, Reports.

The process of applications and allotment of sheds and plots is carried out manually. It is required to track and monitor the process of receiving applications online and further processing of the applications for allotment. The Online Application system has many advantages over physical Application submission. Hence, the project is

undertaken to build an online software.

Project 3: Optimization of File/Letter tracking software

Team Size: 5

Duration: April 2018 - May 2018

Module: File / Letter Creation, Application Movement, File Closure & Reopen

KSSIDC had developed a File Tracking System Software for tracking the movement of files and letters within the Head Office. The software is developed with minimal features to create the file records in the system, and to facilitate the movement of files from one section to another. As the software is developed with minimal features, there was a need to enhance the software to add more functional features to the software.

Role and Responsibilities:

- Involved in requirement collection
- Studying and understanding the standing the current process Defined by the Organization.
- Understanding the Functional Requirements.
- Generation of Reports, SMS & Email Formats.
- Performing Smoke test on new builds.
- Created and prepared Test cases
- Defects Reporting & Tracking through Bugzilla Bug Tracking Tool.
- Validating the Application against the Requirements through Test Scripts Execution, System Testing, Adhoc Testing, and Regression Testing.
- Guiding Trainee Test Engineers and participating in Knowledge Transfer Sessions.
- Giving Presentations and Demo to Clients.
- Conducting Training sessions for the Team when the Process is tailored

ACHIEVEMENTS & REWARDS

- Commitment to quality. "Consistently achieved high quality assurance ratings from Standard Chartered Bank."
- Earned praise from management for taking the initiative to streamline office operations at VIA.com.
- Efficiently resolved many client issues, often earning praise from clients for my efforts during my time in Standard Chartered Bank, Via.com & Ample Softwares.
- Multiple Appreciation Awards as well as Employee of the Month at Ample Softwares.
- Appreciation Award for handling projects at expected levels at Codeveda Pvt Ltd.

PERSONAL DETAILS

Father's Name - Mr. Navin D Shah

Mother's Name - Mrs. Meena N Shah

Date of Birth - 29 March 1986

Marital Status - Married

Language proficiency - English, Hindi, Kannada, Gujarati

INTERESTS

Photography, Billiards, Technology, Music

REFERENCES

References available upon request.