**VIGNESH R**

**E-mail**: vigneshvky45@gmail.com **Mobile**: +91-7397531337

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| **PROFESSIONAL EXPOSURE** |

* Worked as a **Senior Customer Service Associate** in **FIRSTSOURCE SOLUTION** Trichy, Sep 2016 – May 2018
* Worked as a **Software Test Engineer** in **GI TECH GAMING** **CO INDIA PRIVATE LIMITED** Trichy, Jun 2018 – Aug 2021 (3.2 years)
* Worked as **a Business Associate** in **Crown Solutions** Chennai, Aug 2021 – Nov 2021 (Contract Period)
* Currently working in **iOPEX technologies**, Chennai

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| **PROFESSIONAL SUMMARY** |

* 5+ years of experience in Manual & Automation Testing
* Experienced in Banking, e-commerce, Retail and Gaming Domains.
* Good knowledge in Software Testing Life Cycle
* Experienced in Functional testing, Smoke testing, Regression testing, Retesting, Exploratory testing and Ad-hoc testing.
* Extensively involved in preparing Test Cases based on requirement documents and execution of Test Cases.
* Good knowledge in Using My - SQL Server Databases
* Expertise in Defect Management and Bug Reporting using Bug Tracking Tools
* Experienced in Mobile applications testing
* Experienced in Mobile applications automation using Appium server
* Experienced in JIRA Application
* Experienced in using ALM Test Management Tool for defect and testcase management
* Experienced in Automation testing (Selenium and Java )
* Hands-on Experience in Appium Automation Tool with Mobile Application (Native and Hybrid)

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| **ACADEMIC QUALIFICATION** |

* **BCA** (First class – 61 %\*) in Bharathidasan University from Bishop Heber College of Arts & Science, Trichy.
* **HSC 12th** (First class – 63%\*) in State Board from Bishop Heber Higher Secondary School, Trichy. Year of Passing: MAR – 2013.
* **SSLC 10th**(First class – 86%\*) in State Board from Bishop Heber Higher Secondary School, Trichy. Year of Passing: MAR- 2011.

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| **TECHNICAL SKILLS** |

* + **Testing Technologies** : Manual and Automation Testing
  + **Programming Languages** : Core JAVA
  + **Operating System** : Windows 10, Windows 7
  + **Database System** : My SQL Server
  + **Bug Tracking Tool** : Bugzilla ,ALM ,Jira and ServiceNow Portal

**Current project**

**Title : CSM**

**Client** : Symplicity

**Role** : Software engineer

**Testing Tools** : BDD framework selenium with PHP

**Project Duration : Mar 2023 - current**

* **Description**

This application is managing the career service to academic students and who are all subscribed the application. Job posting and Experiencing learning and so on functions are available to subscribers. Three different customers and four different countries using by own languages (English , Arabic , French and Portuguese).

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| **Project 1** |

**Title :** Offer Lifecycle Application

**Client** : Service Now

**Role** : Software engineer

**Testing Tools** : Service Now Application Portal

**Project Duration** : 20 Sep 2022 to 10 Feb 2023

**Team Size** : 6

* **Description**

This Application is based on various milestone releases and every release has multiple task handled by a product lead and associated with different users. Each and every product has multiple workstreams under each releases. Based on task completion , it reflects in workstream completion and product completion that defines by milestone timeline. So, This Lifecycle process is applied in every family and patch releases.

* **Responsibilities**
* Preparing and Executing the Test Cases
* Involving in Functional and end-to-end Testing
* Defect Tracking and Reporting
* Re-testing and Regression testing
* Involved in writing Automation Scripts with Key Driven Data Framework ( Selenium with Java)

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| **Project 2** |

**Title :** Google App sheet

**Client** : Google

**Role** : Software engineer

**Testing Tools** : Google spread sheet and docs

**Project Duration** : 01 Jan 2022 to 12 Sep 2022

**Team Size** : 5

* **Description**

Mobile applications that use by manufacturing industries and sales-based companies with three different hierarchy (Admin, Manager and Staff). Major theme of these applications is maintaining and managing the input data from end users.

* **Responsibilities** 
  + Involved in Test Plan Document
* Preparing and Executing the Test Cases
* Involving in Functional and end-to-end Testing
* Defect Tracking and Reporting
* Re-testing and Regression testing
* Exploratory testing
* Designed the automation framework (Selenium with java)

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| **Project 3** |

**Title : Lending due diligence**

**Client** : CIBC Bank

**Role** : Business Analyst

**Testing Tools** : JIRA, ALM and AMEZ

**Project Duration** : 16 Aug 2021 to 30 Nov 2021

**Team Size** : 10

* **Description**

Working with the application for resolving the employee’s account problems by respective teams. Mainly business and risk management teams will analyze and solve the cases. Each team will have separate analyst and managers for solving the cases. There are different tasks created for that particular employee cases which are managed by different teams by different approaches.

* **Responsibilities**
* Preparing and Executing the Test Cases
* Involving in Functional and end-to-end Testing
* Defect Tracking and Reporting
* Re-testing and Regression testing
* Automation Script Writing in Amez Tool

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| **Project 4** |

**Title**  : Smart Salez (Parent Modal Application)

**Similar Applications** : CHEERZ and YUBE1

**Client** : Chennai

**Role** : Test Engineer

**Testing Tools** : Selenium and Appium

**Project Duration** : JAN 2020 – 1st of August,2021

**Team Size** : 3

* **Description**

Smart salez is the online shopping e-commerce application which is developed both web and mobile. Agreed shops and its items will be shown for shopping to the customer end. Engaged customers can be place orders to the respective shop. Shop (Admin) end receives the orders from the customers and managing the respective orders. It has various functions and reports in the web application. Mobile app of the shop end has limited functionalities for quick customer response.

* **Responsibilities**
* Preparing and Executing the Test Cases
* Smoke Testing
* Involving in Functional and end-to-end Testing
* Defect Tracking and Reporting
* Re-testing and Regression testing

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| **Project 5** |

**Title : Smart Parking**

**Client** : Own Product

**Role** : Test Engineer

**Testing Tools** : Android and Linux Handheld devices.

**Project Duration** : Nov 2019 to Dec 2019

**Team Size** : 3

* **Description**

Smart parking is the facility of the smart city project by government of India. The application is integrated with web application (admin) and android/Linux handheld devices. Parking charges are collecting from customers by Android/Linux handhelds. Various admin functions and Collection reports are available in the web application.

* **Responsibilities**
* Involving in Functional Testing
* Preparing and Executing the Test Cases
* Involving System Testing
* Defect Tracking and Reporting
* Defect Retesting and Regression Testing

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| **Project 6** |

**Title : Green Lotto & Mlotto**

**Client** : Nigeria

**Role** : Test Engineer

**Testing Tools** : Mobile Testing

**Project Duration** : Dec 2018 to Feb 2019

**Team Size** : 4

* **Description**

Green Lotto is a mobile android app and game which we will have to download from the play store and Mlotto is web application. These are also a kind of lottery games. You will have to choose your lucky number and if the number is the winning number you will be winning the cash amount. There are different types of conditions in this game such as Permutations, Banker and Against. These are all real money games wherein you will have to create a login to register yourself, create an account in your name, deposit the amount, play the game and collect rewards based on winning or losing the game. You can transfer the winning amount to your bank account and withdraw.

* **Responsibilities**
* Involving in Functional Testing
* Preparing and Executing the Test Cases
* Involving System Testing
* Defect Tracking and Reporting
* Performance Testing
* Smoke Testing

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| **Project 7** |

**Title** : **CRM: Customer Relationship Management.**

**Client** : Own product

**Role** : Test Engineer

**Testing Tool** : Manual Testing

**Duration** : July 2019 to Oct 2019.

**Team Size** : 3

* **Description**

**Customer relationship management** (**CRM**) is an approach to manage a company's interaction with current and potential customers. It uses data analysis about customers' history with a company to improve business relationships with customers, specifically focusing on customer retention and ultimately driving sales growth. Contact center CRM providers are popular for small and mid-market businesses. These systems codify the interactions between company and customers by using analytics and key performance indicators to give the users information on where to focus their marketing and customer service. This allows agents to have access to a caller's history to provide personalized customer communication. The intention is to maximize average revenue per user, decrease churn rate and decrease idle and unproductive contact with the customers.

* **Responsibilities**
* Designing and Developing Effective Test Cases.
* Reviewing of Test Cases.
* Test Data Preparation and Reviewing.
* Execution of Test Cases.
* Defect Tracking and Reporting.
* Functionality Testing.
* Integration Testing.
* System Testing.

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| **PERSONAL QUALITIES** |

* In Possession of a pleasant personality Complement with a caring and responsible attitude.
* Self-motivated, focused and dedicated.
* Good Managerial and interpersonal Skills.
* Good communication skills.

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| **PERSONAL DETAILS** |

Father’s Name : Mr. G. Ramanathan

Date of Birth : 21.04.1996

Sex : Male

Marital Status : Married

Nationality : Indian

Present Address : 42/22 – Senthur villa, Alagiri nagar 4th street, Vada palani , Chennai - 600026

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| **DECLARATION** |

I hereby declare that the above statements are true, complete and correct to the best of my knowledge and belief.

Date:

Yours’ Sincerely,

Place: **( R.VIGNESH )**