

Kanagaraj V

Quality Assurance Engineer

🏠 Chennai

☎ +91 97107 72923

✉ vkicky0226@gmail.com

🌐 <https://www.linkedin.com/in/kanagaraj-v-667784146/>

Technical Skills

- **Defect tracking & Test Management Tools:** Testrail, Testmo, JIRA, SIM, Bugzilla
- **Testing Expertise:** API, Functional, Regression, System Integration, Appian, UAT, Smoke, Sanity, Accessibility, Performance, Black box, Compatibility, GUI, Ad- hoc, Device, Content, Application, Beta, Prod for website and mobile Apps, Interested in learning Automation.
- **Mobile testing platforms and tools:** Android, iOS, mshop, Android studio
- **Other tools, technologies & services:** Salesforce, ServiceNow, SQL, Builder Toolbox, HTML, AWS S3, Postman, Sandbox, Optius, Improv.

Leadership and Management

- Business continuity planning
- Communication
- Adaptability
- Decision making
- Audit and Compliance
- Training and mentor
- Stakeholder Engagement
- Critical Thinking & Problem-Solving

Core Competency

- **Test case design:** Experienced in designing test cases to validate software functionality, performance, and reliability, identifying faults and meeting requirements.

Summary

Professional experience around 9 years, and dedicated QA Tester with 7 years of experience in a leading global technology corporation. Skilled in identifying defects and bugs in software programs, collaborating effectively with QA and Development teams to swiftly implement innovative solutions. Proficient in Agile methodology. Currently leading as a senior software engineer, mentoring high performance team, proficient in large enterprise deployment of highly available and scalable infrastructures.

Professional Experience

Prodapt Solution (January 2023 – present)

Projects: AT&T, Lumen/Quantum Fiber, Hyperoptics

Job Role – QA Engineer/Senior Software Engineer

Responsibilities

- Test Planning, Cases and results for business consultant, Managing cross-functional team of 10 in 3 locations (Chennai, Pune & Bangalore). Creation of Weekly/Monthly reports of the team
- Experience of ITIL related practices such as change, incident and problem management
- Reviewing test cases and conducting peer review meetings with the team
- Providing detailed walkthrough of test plans and test cases to the project team
- Test script automation using Selenium, ServiceNow & Salesforce Testing.
- Providing RCA for improvements, Responsible for providing technical and functional support to internal and external clients.
- Identifying sanity test cases, business process for automation & designing automation test plan. Strong debugging and problem-solving skills.
- Build extensive business and application knowledge required for supporting client facing applications.
- Submitting defect reports and test execution reports on daily and weekly basis.

➤ Knowledge of testing tools:
Proficiency Test management & Defect tracking tools: Testrail, Testmo, JIRA, SIM. Skilled in database design administration and optimization ensuring data integrity and availability for critical applications

➤ Cloud Technologies
Expertise in utilizing cloud technologies [AWS, Azure, GCP] (public/private) to deploy and manage applications ensuring high availability and performance

Personal Details

- DOB: 02nd Aug 1994
- Nationality: Indian
- Marital Status: Married
- Languages Known: Telugu, Tamil, English
- Hobbies: Keeping up with latest development related to the profession, travelling and exploring new culture.

Education

- B.E (CSE) Veltech High Tech Engineering College, Avadi (2011-2015)
- HSC (CSE) Velammal Matriculation Higher Secondary School, Surapet (2011)

Amazon Development Centre India Pvt Ltd (March 2019 – January 2023)

Projects: FBA, SBR/Promise Testing, SnS, SFS, Fresh

Job Role – Quality Service Associate

Responsibilities

- Analyzing Business and System requirements to develop test plan/User Stories.
- Creation of Weekly/Monthly project status reports to ensure timeliness of project deliverables.
- Persuasive stakeholder interaction and data gathering abilities.
- Preparing test estimation and test strategy/timeline - roadmap for the assigned projects.
- Creating, modifying and executing various types of manual test cases for **Functional, Integration, Mobile and Regression Testing** within limited timeframe and releases.
- Identifying, debugging, reporting bugs, conducting defect triage meetings and following up with required teams for defect closures.
- Running smoke tests on development and test environment after every deployment
- Executing application compatibility testing using different types of virtual devices (Emulator & simulator) and real devices for test cases validation
- Resolving queries by coordinating with different dev teams.
- Preparing SOP's and mentoring new hires on multiple projects.
- Identifying sanity test cases, business process for automation & designing automation test plan
- Running automation stability checks and provide stability report to the management.
- Executing regression scripts using TestNG

HCL Technologies Ltd (January 2016 – April 2017)

Job Role – Customer Service Executive

Responsibilities

- Supply Chain management.
 - Client/Customer co-ordination through emails and calls.
 - Managed data entry task with a high accuracy rate.
 - Described use and operation of merchandise to customers.
 - Placed special merchandise orders for customer.
 - Shared personal knowledge with customer while making personal recommendation.
 - Assists Management with tool and metrics development, data and interpretation and analysis, and process improvement.
 - Solving customer queries, assisting on their shopping experience and providing the customers with the relevant information of the products.
 - Inform customers about warranties, maintenance requirements, delivery schedules, and other information regarding their purchased products.
 - Worked as a team member to provide the highest level of service to customers. Maintained friendly and professional customer interactions.
-