

CHETANA CHANDRAHAS PATIL

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CAREER OBJECTIVE:

Looking for professional, challenging and responsible position in the area of Software Testing where use my knowledge, ability and dedication will be utilized and giving the scope for career

TESTING SKILLS:

- Good Knowledge of Software development life cycle (SDLC) & Software testing life cycle (STLC), also various SDLC Models
- Knowledge of Black box & White box testing, Verification & Validation (V – Model)
- Also having Knowledge on different types of testing, Levels of testing
- Understanding & Analyzing the test requirements
- Knowledge on making Test plan
- Ability to generate Test scenarios to write Test cases
- Also reviewing and executing the Test case
- Detecting bugs and classifying them based on severity, priority
- Knowledge in Bug reporting & Tracking process by using the Bugzilla & Mantis, also handling the Tarantula test management tool

TECHNICAL SKILLS:

- Languages : C, C++, Visual Basic, HTML, SQL
- Testing Tools : Mantis, Bugzilla, Tarantula
- Testing Skills : Manual Testing, Black Box & White box
- Database : MS Access, SQL Server
- Operating Systems : WINDOWS XP/7/8 & 10
- Office and Other : MS Word, MS PowerPoint, MS Excel & Access, Outlook

ACADEMIC QUALIFICATION:

- In 2014, completed **Master Of Science** in **Information Technology** from Pillai's College Mumbai University with Second Class.
- In 2012, completed **Bachelor Of Science** in **Information Technology** from CKT College Mumbai University with Second Class.
- In 2009, completed Higher Secondary School certificate from Mumbai University with Second Class.
- In 2006, completed Secondary School certificate from Mumbai University with First Class.

CERTIFICATION:

Software Testing Course at SQUAD INFOTECH, well versed with all the concepts in **Manual** software testing.

➤ **Testing Project:**

- Project Name: **BKSP Toll Management System**
- Environment: Windows 7, SQL Server, VB.net
- Testing Method: Manual testing
- Duration: 6 months
- Testing Process:
 - Requirement Analysis
 - Identification of Test Scenarios
 - Test case writing
 - Test case execution
 - Reporting and Tracking Defects

• Project Description :

Toll Management System, is a Web based application that can provide all the information related to toll and the passenger checks in either online or on a mobile device and pays the amount after that provided the receipt. With this receipt person can leave the toll booth without waiting for any verification call.

JOB EXPERIENCE:

- 1. Organization** : **Zero Microfinance & Savings Support Pvt. Ltd.**
Client side : SBI Bank
Designation : Operation Executive
Duration : DEC 2017 To SEPT 2019

Responsibility:

- Handling banking tools like Kiosk side, ZMS support application
- Daily work on tickets, ensure that all issues are properly logged
- Call logging, Categorization and prioritization as per the defined TAT
- Take ownership of problems and follow up the status of problems on behalf of the customer and communicate progress in a timely manner.
- Ask customers targeted questions to quickly understand the root of the problem
- Provide remote support and respond for incoming queries and issues related to computer systems and software
- Installing & updating the software, Also resolving the technical issues which are facing on different transaction
- Using Kiosk tool Adding, updating & deleting the user account
- Also assigning the different User services, Activation & Authorisation, Block & Unblock user, Password reset
- Assigning call to support engineer/team, track till closure and update the user
- Solve routine issues and escalate complex issues based on priority
- Creating the Daily base, Weekly base & Monthly base reports

- 2. Organization** : **Osource India Pvt. Ltd**
Designation : IT Helpdesk Executive
Duration : DEC 2015 To DEC 2016

Responsibility:

- In IT Support Team, handling the Tickets related to IT Technical Issues
- Take ownership of user issues reported and see problems then categories them through to resolution Research

- Assigning, updating & closing the tickets via OTRS Ticketing tool with proper solutions
- Understanding & Detailing user issues, Answering on phone calls, Writing replies to emails & executing the services
- Managing the task by using tool Mantis & also maintain the record of hardware stalk in CRM Tool
- Follow standard procedures for proper escalation of unresolved issues to the appropriate internal teams & manager

OTHER SKILLS:

- Basic knowledge of SQL Queries writing & Executing
- Knowledge of Networking Concepts

COMPETENCIES:

- Managing relationships & working efficiently with groups of people
- Committed to meeting deadlines and schedules

PERSONAL DETAILS:

- Date of Birth : 30th May 1991
- Address : B10. 902, Sector No- 4,CBD Belapur, New Mumbai 400-615
- Language : English, Hindi, Marathi
- Hobbies : Reading Books, Surfing on Internet

DECLARATION:

I hereby declare that the above-mentioned information is correct up to my Knowledge.