

## Contact

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**Phone:** +91 8734057239/9427700048

**Email:** Patelajay12345@gmail.com



## Hands- on

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- Integration
- Chatbot
- Dialog Flow Bot
- VOIP,Twillio

## CRM integration

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- Salesforce
- Microsoft Dynamics CRM
- Zendesk, Freshdesk
- Zoho CRM & Desk
- Facebook, Twitter, Viber
- Telegram, Whatsapp, Line
- JIRA
- Eclipse
- JMeter

## Good Understanding

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- Testing Methodologies
- Testing Activities
- Requirement Analysis
- Bug Reporting & Tracking
- Development Life Cycle
- Testing Life Cycle

## Summary

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IT Professional 5+ Years of Experience, specializing in Testing. Experienced with Functional Testing & Good Understanding of CRM software testing in different Domain like healthcare Chat Bot, Desktop, Mobile and Website Applications on Windows, Android and iOS platforms. I have expertise in functional testing and test Case execution manually. To work as an efficient professional in a challenging environment to enhance my knowledge with abilities and better utilization of my creativity skills management.

## Skill Highlights

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- Agile Testing
- Mobile SDK Testing
- WebRTC Testing
- Functional Testing
- Non-functional Testing
- Security Testing

## Technical Expertise

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- Good communication, analytical skills. Ability to adapt new environment quickly. Strong team player.
- Have experience of Mobile application and SDK testing.
- Excellent in Agile Testing.
- Extensive work experience in Regression Testing, Smoke Testing, Functional Test.
- Have ensured the successful delivery of a solution according to Business Requirements on time and to the appropriate quality bar.
- Well versed in Defect Tracking & Bug Reporting.
- Good Experience in working on projects in Agile Environment
- Have ensured the successful delivery of a solution according to Business Requirements on time and to the appropriate quality bar.

## Education

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- Master of Engineering - **Computer Science**-2015
- **SK Patel** Gujarat Technological University

## Experience

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**QA Engineer:** Aug 2015 – Oct 2017  
Tatvasoft pvt ltd, Ahmedabad

**QA Engineer:** 01-Nov 2017 – 31 Mar 2018  
Xmx solutions pvt ltd, Ahmedabad

**SQA Engineer:** 16 April 2018 – 12-Jan-2019  
Kairasoftware pvt ltd, Ahmedabad

**Senior QA Engineer-** 21/2019 to Till Date  
**ACQUIRLAB SOLUTIONS PVT.LTD**, San Francisco  
**Website** - [acquire.io](https://acquire.io)

Acquire Provide immediate service through easy-to-use live chat software for Customers website.

- Experience in Manual, Automated, Load, Testing of GUI and functional aspects of SaaS Based Product Built.
- Performed Front end and Back end testing of all the Modules using Agile Testing techniques.
- Involved in ChatBot testing, Third party Bot Testing like Amazon Lex bot, IBM Watson, Dialogflow
- Involved in CRM Apps Integration Testing like Salesforce, HubSpot, MS Dynamic, Zendesk, Zoho CRM, Sugar CRM, also WebRTC and Co Browse testing which are unique Feature of Product.
- Involved in Smoke Testing, Functional Testing, and Regression Testing and logged the defects in JIRA.
- Involved in UI UX, Web app, Desktop app, Mobile Application, SDK Testing.

## Roles and Responsibility

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- Interaction with Project Managers and Developers regarding the status of the Sprint related activities in Daily Scrum call.
- Involved in automation sanity and Regression suite execution on different environments.
- Team's Spokesperson for Client Communication and internal demos for knowledge training session for the newcomers.
- Task distribution and Real-time monitoring of Tasks and Deliverables.
- Manage whole Release Preparation and Planning for Monthly Sprint Releases.

## Achievements

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Awarded Employee of the Month in April 2019

## Personal Details

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Native Place	: - Ahmedabad, Gujarat, India
Date of Birth	: - 19 <sup>th</sup> April 1990
Languages Known	: - English, Hindi and Gujarati
Hobbies	: - Music. Learning
Marital Status	: -Married