BHAVIK BAKHAI

QA Lead cum Product Delivery Engineer

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Results-oriented Quality Assurance Engineer cum Product Delivery Engineer, 6+ years experienced in optimal testing strategies, Client support and a smooth product delivery. Helps teams to produce exceptional products by offering in-depth quality assurance support. Open and clear communicator with good multitasking skills, organized nature and strong attention to detail.

Skills

Software Testing, Project Management, Communication Skills

Very Good

Client Support, Organizational Skills, Escalation handling

Excellent

SDLC, Agile methodology, Sprint Management

Excellent

Team & Time Management, Analysis & Research

Excellent

JIRA, Confluence, Bugzilla, Redmine, TFS, Test Manager

Very Good

QA sign-off, Release notes, Content writing, Work estimation

Excellent

POSTMAN, SOAP UI, JSON Schema validation, Jmeter, BlazeMeter

Very Good

Mysql/MSsql, TORA, PUTTY, Networking, Fiddler, AWS, Appium

Good

Work History

QA Lead Cum Product Delivery Engineer

MSBC Group, Ahmedabad, Gujarat   [2016/10 – Current]

- Working with Financial domain (a leading shares trading analysis product). Other domains like Licensing (a license provider with leading partners), ERP, Construction, I worked in too.
- Following agile strategies, CMMI & ISO standards. Fully responsible to manage Sprint wise work, starting from requirement, analysis, estimation, development, QA to final delivery.

- Able to report 900+ bugs so far, resulting cost effectiveness.
- Much concerned about Pre and Post release testing, along with showstopper issues/changes.
- Maximizing scope of testing by evolving various testing methods like Functional, non-Functional, System, Smoke, Sanity, Regression, Integration, Security, Database, Load & Performance, Browser compatibility, Mobile testing, etc.
- Assistance in healthy client relationships. Increased customer satisfaction by resolving client escalations on severity/priority bases and, with appreciations in revert.
- Developed team communications with Stand up/Scrum meetings and knowledge sessions.
- Providing trainings to team periodically about new features introduced and its impacts.
- Reports and documents to make for QA sign-off, release note, help docs, wiki/confluence pages, monthly work done of whole team, work estimation, status reports, etc.
- Assistance in maintaining automated regression test suite and other testing scenarios.

Support Specialist Plus Module Expert

EclinicalWorks, Ahmedabad, Gujarat   [2014/03 – 2016/03]

- Healthcare domain - Serving a leading product in market having a vast range of digital techniques which reached healthcare sector on a different level.
- Worked in Research & Development Department as a Software Module Specialist (SME), handling two modules.
- Was a routine to prepare epics/test cases/user stories as per the requirements, execute and debug them. An effective mediator between Developers and Clients.
- Gave module training to team/juniors when needed.
- In practice with Sanity, Smoke, Regression, Functional, Positive, Negative testing methods.
- Responsible to Communicate/follow up with clients, understand their requirements and minimizing scope of escalations. With this, got appreciations many times from clients.
- Generated reports periodically to analysis on progress of having an effective QA process.
- Decreased IT workload by 20% due to improvement of QA processes.

Education

Master of Computer Applications   [2010/06 – 2013/06]
Gujarat Technological University - L.J College, Ahmadabad
GPA: 7.44

Bachelor of Computer Application   [2006/04 – 2009/04]
Saurashtra University - Bosamiya College, Jetpur
55.75%