

# DEEPAK KUMAR YADAV

## Process Specialist - Technical Support

Vaishali, BR | +917569235540 | [dkyadav4994@gmail.com](mailto:dkyadav4994@gmail.com)

### Summary

- 4.11 years of professional experience in Testing
- 2.6 years of experience in Business Analysis
- Analyzed user requirements, performed impact analysis and generated system requirements documents
- Supervised quality and completeness of System Use Cases/ BRDs
- Conduct 5+ levels of testings including Functional,Regression,User Acceptance,GUI,Black box,Smoke and Static
- Writing queries, producing required reports and documentation.Receives and responds to requests from users and ensures timely and effective reports.
- Testing and working with software development and client service teams to further improve the product.
- Worked with clients to make sure enhancements and bug fixes taken place in the right time
- Perform WoW regression testing Pre & Post new tool releases & black box testing of new feature launches on Tool / Maps.
- Developing dashboards and views as per client or manager ask.
- Understanding the database reporting needs and turning them into powerful SQL queries that will extract data and compile it into meaningful reports.
- Consistently met deadlines for database creation and implementation projects while working with software development and client service teams to further improve the product

### Education

B.Tech	August-2011 - July-2015
Punjab Technical University	
Aggregate of 70 %	
Senior Secondary(Class XII)	April-2009 - May-2011
St Josph Public School	
Aggregate of 57 %	
Secondary (Class X)	April-2008 - May-2009
Indian Public School	

### Work experience

Process Specialist - Technical Support	January-2020 - Till date
Cognizant Technology Solutions	

Working on Geographical and Maps related database.Analyzed user requirements, performed impact analysis and generated system requirements documents.Supervised quality and completeness of System Use Cases/ BRDs. Conduct 5+ levels of testings including Functional,Regression,User Acceptance,GUI,Black box,Smoke and Static & working with software development and client service teams to further improve the product.

- Create daily reports in designed Excel spreadsheet with pivot tables.
- Performed and conducted complex reporting analytics using SQL.
- Diagnosed and addressed operational data requests
- Supporting the existing queries and improving the queries for better performance.
- Monitoring the Scripts and tables and scheduled job, to avoid run time errors and spacing issues at critical time.
- Conduct 5+ levels of testings including Functional,Regression,User Acceptance,GUI,Black box,Smoke and Static
- Being proactive and avoiding the DML related issues and issues related to sessions.
- Perform WoW regression testing Pre & Post new tool releases & black box testing of new feature launches on Tool / Maps.
- Track all issues that are impacting the Operations Team & Validating the bugs and fixing solutions for production related issues on daily bases.
- Taking C.R's and working on the tickets based on the request.

### Skills

#### Testing



Regression Testing

Black Box Testing

User Acceptance Testing

Beta Testing

Functional Testing

GUI Testing

Smoke Testing

Static Testing

#### Databases



MS SQL Server 2008

#### Tools



Dremel

F1

Porcella

#### Shell Scripting



Linux

#### Google Suite



Datstudio

Googlesheets

Appscript

GoogleSQL

Changelist

#### Others



MIS

Hardware & Networking

### Achievement

- Awarded 4 times Spot Award
- Achieved 4 times R&R Award for Best Performance in Infosys
- Leading the Fun Committee Team for the Engagement

### Strengths

- Ability to learn and adapt new technologies in short time

- State Machine Config Changes
- Provide development and design assistance to the application support team
- Worked with clients to make sure enhancements and bug fixes taken place in the right time
- Being a single point of contact for few workflows.
- Responsible for production related issues and resolving the issues within ETA.

## Technical Process Specialist

Feb-2016 - Jan-2020

### Infosys BPM Ltd

Working on Geographical and Maps related database. Analyzed user requirements, performed impact analysis and generated system requirements documents. Supervised quality and completeness of System Use Cases/ BRDs. Conduct 5+ levels of testings including Functional, Regression, User Acceptance, GUI, Black box, Smoke and Static & working with software development and client service teams to further improve the product.

- Create daily reports in designed Excel spreadsheet with pivot tables.
- Performed and conducted complex reporting analytics using SQL.
- Diagnosed and addressed operational data requests
- Supporting the existing queries and improving the queries for better performance.
- Monitoring the Scripts and tables and scheduled job, to avoid run time errors and spacing issues at critical time.
- Being proactive and avoiding the DML related issues and issues related to sessions.
- Perform WoW regression testing Pre & Post new tool releases & black box testing of new feature launches on Tool / Maps.
- Track all issues that are impacting the Operations Team & Validating the bugs and fixing solutions for production related issues on daily bases.
- Taking C.R's and working on the tickets based on the request.
- State Machine Config Changes
- Provide development and design assistance to the application support team
- Worked with clients to make sure enhancements and bug fixes taken place in the right time
- Being a single point of contact for few workflows.
- Responsible for production related issues and resolving the issues within ETA.

## Analyst

Sept-2015 - Feb-2016

### Sercio Global Services

- Perform WoW regression testing Pre & Post new tool releases & black box testing of new feature launches on Tool / Maps.
- Track all issues that are impacting the Operations Team & Validating the bugs and fixing solutions for production related issues on daily bases.
- Ability to extend tool support and identify bugs besides flag as appropriate
- Taking C.R's and working on the tickets based on the request.
- Responsible for production related issues and resolving the issues within ETA.
- Taking C.R's and working on the tickets based on the request.
- Provide KT and Mentoring new joiners in the Team

## Personal Details

Father's Name : Mr. Ram Naresh Singh Yadav

Mother's Name : Mrs. Jaylash Devi

Languages known : English, Hindi, Bhojpuri

Sex : Male

Marital Status : Single

Nationality : Indian

Permanent Address : % Mr Ram Naresh Singh Yadav, Ward No 8, Near Sanichar Hatt, Rajapakar, Vaishali, Bihar 844124

Present Address : 7-1-400/25/A, Reliance Fresh Lane, Opposite RR Heights, Beside Hanuman Temple, Ameerpet, Hyderabad 500016

## Declaration

I hereby declare that above mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above mentioned particular.

Place : Hyderabad

Deepak Yadav

- Interest to take up a problem, issue and resolve the same, even if it does not fall within the scope of my duties
- Excellent communication, interpersonal, analytical skills and strong ability to perform as part of a team
- Self-motivated

## Hobbies

- Playing games
- Reporting Bugs in Online Apps