

POOJA MAURYA

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Objective

To achieve a high degree of professional expertise and capability in the IT industry by drawing the best out of me and Way it towards excellence in order to successfully contribute to organization I associate with.

Academic Details

Institute of Information Technology and Management

Bachelor's of Computer Application, 2017.

Navyug School

HSC with 62.16%, 2014.

Navyug School

SSC with 7.6 CGPA, 2012.

Work Experience

Infosys limited

Senior Testing Executive, Dec 2017 - Jan 2020

Role and Responsibilities :

- ✓ Manual Testing , Writing Functional Test Cases ,preparing Bug Reports.
- ✓ Worked on Incidents, Tasks assigned in ServiceNow and provided resolution for high severity, priority Incidents such as MySQL DB changes by running pre-specified queries, Updating the data of claims/employee in front end and back end.
- ✓ Working on Critical Business Specific Reports such as Application health check , Servers availability and uptime of databases.
- ✓ Worked as a SRA and I was Responsible for documenting Business Requirement, Handling of artifacts required per process for a Service Request, Obtaining necessary approvals for these artifacts, Impact analysis, resolving queries of Testing and Development teams, providing active support on install day for production checkout of Service Requests and post-install review.
- ✓ Got trained in J2EE & Testing stream in Infosys (Mysore).

Concentrix Daksh India Pvt Ltd.

Representative (Operations), Aug 2017 - Nov 2017

Role and Responsibilities:

- ✓ Worked with the operations team in Finance related work in Us International Process (Sunflower).
- ✓ Handled customer complaints, provide appropriate solutions and alternatives within the time limits, follow up to ensure resolution
- ✓ Building sustainable relationships and trust with customer accounts through open and interactive communication.
- ✓ Provided accurate, valid and complete information by using the right methods/tools

Certification

- ✓ **Certified SAFe® 4 Agilist (SA) – External Certification**
- ✓ Completed Six weeks Training in “Complete Web and Android Application Development” conducted by Orane Lab IIT, Kanpur in 2015

Skills

Manual Testing
Automation Testing – using Selenium, python
Incident Management - ServiceNow
SDLC , STLC , Agile Methodology
Python , DBMS, MySql
Microsoft Office

Achievements

- ✓ Received appreciation and certificate for “**Performer of the Month**” in month of April as Client appreciated my efforts in Streamlining the migration process and Production Control Support.
- ✓ Participated in North Zone Volleyball University Championship . (2015-2016)(Kurukshetra) , (2014-2015) (Himachal Pradesh)
- ✓ Participated in National Volleyball Championship. (2012-2013)(Rajasthan)

Strength

Confident, Team Player
Analytical, Hardworking
Reasoning Ability , Customer Handling

Field of Interest

Software Testing
Automation
Development, Deployment

Hobbies

Playing Volleyball
Volunteering

Reference

Rajesh Sawant - Infosys Limited (Project Manager)

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Declaration

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