

# PRANJALI PATIL

QA Engineer

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Mobile: +919503212419

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## PROFESSIONAL SUMMARY:

Results-driven IT professional with 8.4 years of industry experience in IT support and testing, specializing in 3.2 years of Manual testing and 2 years of Automation testing experience. Skilled in Selenium WebDriver, Page Object Model, and Java programming for creating custom XPath identifiers. Proficient in data-driven testing, cross-browser testing, and parallel test execution. Adept at debugging, analyzing test results, and defect management. Well-versed in SDLC, STLC, functional/non-functional testing, mobile testing, and regression testing. Experienced in client communication, documentation, and presentation, showcasing strong analytical and interpersonal skills.

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## WORK EXPERIENCE:

### QA Engineer

*Credit Suisse*

Dec 2020 - Jan 2023

*Pune*

#### Project # 1

#### Senate system PVT. LTD. [Domain – E- Commerce]

- **Description:** Client is the largest clothing retailer by sales in the UK. We work for E-Commerce web testing, which includes Website testing in different environments, executing test cases using Fogbugz. The complete process of testing is based on Agile Methodology
- **Platform:** Windows
- **Skills Used:** Selenium WebDriver | TestNG | Cucumber | Java | Eclipse | HTML | JavaScript | Agile | SQL | Postman | Swagger | JMeter | Jenkins | Maven | Git | JIRA | ChroPath | Manual Testing
- **Team Size:** 15

#### Key Responsibilities:

- Analysed business requirements, executed Selenium tests, and developed automation scripts.
- Implemented Page Object Model Framework for efficient automation.
- Conducted Data-Driven, Cross-Browser, API, and Parallel Testing.
- Managed Integration, Functional, and System Testing.
- Utilized Jenkins for Continuous Integration.
- Prepared concise weekly and monthly status reports.
- Developed Automation Test Scripts using Selenium WebDriver & TestNG in Java.
- Reviewed and summarized test reports, contributed to Integration Testing.
- Managed defect documentation and test automation records.

### Support Engineer

*Credit Suisse*

Dec 2018 – Nov 2020

*Pune*

#### Key Responsibilities:

- Managed VIP hotline calls and 24/7 services for global regions.
- Reduced SCOM alerts by 30% through automation.
- Resolved end-user issues and created KB articles for solutions.
- Led monthly DMZ patching and collaborated with teams to reduce escalations.

- Conducted morning health check reports and administered Exchange Online.
- Used Remedy tool for 4 years.

## Support Engineer

Vodafone

Sept 2014 - Dec 2018

Pune

## Vodafone India services private limited

### Key Responsibilities:

- Created KB articles for standardized procedures.
- Led monthly DMZ patching, providing knowledge transfer to the team.
- Collaborated with MSP and L2 teams, reducing infrastructure issue escalations by 10%.
- Conducted morning health check reports, shared findings with stakeholders.
- Managed hotline calls, delivering quick solutions to VIP users.
- Oversaw 24/7 services for APAC, AMAER, and EMEA regions.
- Monitored SCOM alerts, reducing alerts by 30% through automation.

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## TECHNICAL SKILLS:

**Automation Testing:** Selenium WebDriver | TestNG | WebDriver

**Manual Testing:** Expertise in Software Manual Testing Techniques

**Applications & Tools:** Eclipse | Jenkins | Maven | Mobile Device Connect | Jira

**Database:** SQL

**Scripting Languages:** Java | HTML | JavaScript

**Operating System:** Windows

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## EDUCATION:

<b>Sinhgad College of Engineering Pune</b>	72%
Bachelors of Engineering (2014)	
<b>Maharashtra State Board of Technical Education</b>	84.12%
Diploma in Engineering (2011)	
<b>Maharashtra State Board</b>	84%
SSC (2008)	

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## AWARDS & ACHIEVEMENTS:

- Honoured with Employee of the quarter Awards.
- Received kudos for excellent Performance in the team.
- Won Best Team Award for achievements in the field of Automation.

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## PERSONAL DETAILS:

Name	:	Pranjali Patil
Date of Birth	:	26/11/1992
Languages Known	:	English   Hindi   Marathi
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## DECLARATION:

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Pranjali Patil