YUVRAJ SINGH

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Profile:
Diligent and methodical IT professional with extensive experience in application development, quality assurance, and system analysis. Expert in test automation with a proven track record of enhancing software quality and user experience. Seeking to leverage my expertise in programming, analytics, and project management in a dynamic team environment where innovative technology solutions are valued.

Skills:
- **Programming Languages:** C, C++, HTML/CSS,DOM, XML, JavaScript, Python, SQL, PHP.
- **QA Testing/Automation:** ALM, JIRA, Selenium, JUnit, TestNG.
- **Database Management:** SQL, MongoDB, MySQL, PostgreSQL, Oracle.
- **Frameworks:** Express JS, Next JS, React JS, Bootstrap, Tailwind, Foundation.
- **Operating Systems:** Windows, Linux, macOS.
- **TOOLS:** Microsoft Office Suite,MS Visio, Wireshark Protocol Analyzer , HTTP Debugger, Visual Paradigm,
- **Project Management and SDLC:** Agile, Scrum, Waterfall methodologies.
- **Virtualization:** VMware, VirtualBox.
- **Continuous Learning and Adaptability:** Quick to adapt to new technologies and methodologies.
- **Communication and Collaboration:** Excellent communication skills, both verbal and written, adept at cross-functional teamwork. Proficient in IT support and troubleshooting.

Education:

Diploma in Computer Programming (co-op), Seneca College - Toronto, Canada   **Jan 2022 - Aug 2024**

Experience:

Student Representative & Content Creator, Seneca College - Toronto, Canada   **Aug 2023 – Jan 2024**
- Provided personalized support and assistance to address student inquiries and concerns promptly.
- Implemented customer service strategies to enhance the overall student experience and satisfaction.
- Produced engaging content, including articles and videos, to promote campus activities and foster community among students.
- Initiated initiatives to enhance campus culture, inclusivity, and overall student satisfaction.
- Addressed student feedback and complaints proactively, seeking solutions to improve the student experience.
- Collaborated with student organizations and departments to plan initiatives that enrich campus life and foster a sense of belonging.

Application Programmer Analyst / QA Analyst, Ministry of Education - Toronto, Canada   **Jan 2023 – Oct 2023**
- Developed comprehensive test plans, cases, and scripts aligned with project requirements and user stories.
- Conducted functional, regression, performance, and usability testing to ensure application reliability and user satisfaction.
- Utilized defect tracking tools to log and manage issues, collaborating with development teams for timely resolutions.
- Enhanced testing efficiency by contributing to test automation frameworks, reducing manual effort.
- Facilitated clear communication with development teams, analysts, and stakeholders, delivering detailed test reports and pursuing continuous improvement in testing processes.

Customer Service Representative, Farmboy- Toronto, Canada   **Jul 2022 – Nov 2023**
- Provided exceptional customer service by promptly addressing inquiries and resolving complaints.
- Demonstrated proficiency in operating POS systems accurately, facilitating smooth transactions and minimizing errors.
- Upheld adherence to food safety regulations, maintaining a safe and hygienic shopping environment for customers.
- Learned effective collaboration and task management in a fast-paced and team-oriented environment.
- Additionally, actively engaged in ongoing training and development opportunities to further enhance skills and knowledge in customer service and retail operations.

Technical Support Staff, Manpower- Etobicoke, Canada   **Apr 2022 – Jun 2022**
- Managed incoming shipments with precision, maintaining accuracy and quality of inventory.
- Conducted regular inventory cycle counts, addressing discrepancies to uphold accuracy.
- Utilized warehouse management software for inventory tracking, stock movement monitoring, and report generation.
- Engaged in continuous improvement efforts, suggesting enhancements for increased operational efficiency, and provided training to new warehouse associates.
- Streamlined picking, packing, and shipping processes, leading to significant improvements in order processing times and customer satisfaction.

Student Representative, CERN - Libin, Belgium   **Aug 2019 – Aug 2019**
- Served as a key liaison between students, academic leaders, and the Student's Association.
- Engaged actively with students on campus to enhance learning experiences.
- Represented the class at international Program Councils, advocating for advancements in IT and technical development.
- Facilitated discussions on technological advancements in AI and nuclear research with international teams.