

# GAYATRI JOSHI

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## Career Overview

As an Associate Software Engineer, I bring 2 years of expertise in automation testing, elevating software quality and reliability. Proficient in diverse testing methodologies and frameworks, I ensure seamless software functionality. My career is defined by a commitment to precision, operational efficiency, and continuous improvement in software engineering.

## Experience

### ❖ *Associate Software Engineer - Bristlecone India limited* (Jan 22 – Dec 23)

#### PROJECT - PROCUREMENT SERVICE MANAGEMENT

- Applied expertise in the ServiceNow automated testing framework, ensuring efficient and accurate testing processes.
- Worked on developing and implementation of scripts, including UI policies, UI actions, Business rules, and various scripting languages, contributing to enhanced functionality.
- Utilized in-depth knowledge of ServiceNow modules (service catalog, incident, change management) to optimize and customize platform functionalities.
- Proficiently utilized automation tools, including Impersonate user, Record insert, Record query, and application Navigator, to enhance overall testing efficiency.
- Implemented IT Service Management (ITSM) best practices, focusing on incident management, problem management, and service catalog, contributing to streamlined processes and improved service delivery.

### ❖ *Libity Infotech PVT LTD (Python Internship)* (Jan 21 – April 21)

- Actively contributed to the development and maintenance of Python-based applications, gaining hands-on experience in coding, debugging, and testing.
- Collaborated with cross-functional teams to understand project requirements and implemented Python solutions to meet specified objectives.
- Applied Python for data manipulation and analysis, leveraging libraries such as Pandas and NumPy to extract valuable insights from large datasets. Demonstrating a commitment to writing clean, maintainable code.
- Engaged in collaborative problem-solving, actively participating in code reviews and troubleshooting for optimized project outcomes.

## Education

**Bachelor of Engineering (B.E.): - INFORMATION Technology | NORTH Maharashtra University | 2021**

## Certifications

- ❖ Service-Now system administrator and service-now developer certification.

## Technical Skills & Abilities

- **ServiceNow Administration and customization** ensuring smooth IT service delivery.
- **Service Catalog development and maintenance** of items with aligned Service Catalog design with business requirements and IT objectives.
- **Proven expertise in incident resolution within SLAs.** Implemented proactive measures to minimize incident impact. Conducted thorough root cause analysis for continuous improvement.
- **Solid understanding of JavaScript and frameworks** with demonstrated skills in dynamic and interactive web applications.
- **Java programming** with Strong understanding of key language features. Applied Java expertise in developing scalable applications.
- Proficient in applying **OOPS principles** to solve common software design challenges and improve code maintainability.

## Skills

- Accomplished Team Coordinator known for effective communication and a professional demeanor, adept at engaging with stakeholders across all organizational levels.
- Demonstrates robust analytical and problem-solving capabilities, with a knack for adapting swiftly to dynamic and competing priorities.
- Proficient in project management, able to independently engage and lead teams to successfully complete initiatives with a commitment to quality and deadlines.
- Exhibits strong communication and influencing skills across diverse organizational levels.
- Resilient professional experienced in navigating multifaceted environments, fostering an engaging and collaborative approach to work.