



Pallavi Argade

Senior Quality Assurance

Details

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Address

Pune, India 411002

Education

Master of Computer Science

Ramkrishna More College - Pune, India
Pune University
Jun 2011

Bachelor of Computer Science

Ramkrishna More College - Pune, India
Pune University
Jun 2009

Languages

English - Upper intermediate (B2)

Hindi - Upper intermediate (B2)

Marathi - Upper intermediate (B2)

Websites or Portfolio

www.linkedin.com/in/pallavi-argade-5a228b73

Profile Summary

Professional Highly skilled and experienced Quality Assurance Professional with over 11 years and 2 months of experience in the field. Possessing a strong background in quality control, quality management, and process improvement, with a proven track record of delivering exceptional results. Adept at identifying areas for improvement, developing and implementing effective quality control measures, and ensuring compliance with industry standards and regulations. Skilled in managing teams, training personnel, and driving continuous improvement initiatives. A results-driven and detail-oriented individual with excellent communication, problem-solving, and analytical skills. Looking for a challenging role in a dynamic organization where I can use my skills and experience to drive quality and process improvement initiatives.

Skills

- Microsoft Office
- Windows, Unix, and Linux Operating Systems
- SQL–MySQL and SQL Server
- Atlassian JIRA Bug Tracking tool
- Adobe–Illustrator, Photoshop
- Tools–Oxygen, Epsilon
- Languages–Java, C++, PHP

Employment History

Production Support

Springer Nature Technology and Publishing | Pune, India

Mar 2012 - Present

- Provide training and support to end-users as needed.
- Coordinate with vendors and third-party providers to resolve issues
- 4+ years of hands-on experience in XML and SQL technology
- 4+ years of extensive experience in all phases of the Software Development Life Cycle (SDLC)
- Working on the Qira tool to manage the customer queries
- Analyze system logs and performance metrics to identify areas for improvement
- Continuously improve production support processes and tools to increase efficiency and effectiveness.
- Communicate with stakeholders and management regarding production issues and status updates
- Manage and prioritize support tickets and service requests
- Conduct root cause analysis and implement corrective actions to prevent recurring issues
- Good Client Interfacing and communication skills
- Good problem-solving skills, communication, and interpersonal skills
- Ensure system availability and performance through proactive monitoring and maintenance
- Provide technical support for production systems and applications
- Provide technical support and guidance to end-users and stakeholders
- Develop and maintain documentation for production systems and processes
- Respond to and resolve production issues in a timely manner
- Collaborate with development teams to identify and resolve system defects

Mendix Low code application QA

Springer Nature Technology and Publishing Solutions | Pune, India

Aug 2020 - Aug 2021

- Take part in code reviews and provide feedback to team members

- Stay up-to-date with Mendix platform updates and new features
- Conduct training sessions for end-users on how to use Mendix applications
- Create and maintain documentation for Mendix applications and processes
- Customize and configure Mendix widgets and modules to meet client needs
- Participate in the testing and deployment of Mendix applications
- Create technical specifications and documentation
- Implement and test application features and functionality
- Participate in the testing and deployment of Mendix applications

Senior Quality Assurance

Springer Nature Technology and Publishing Solutions | Pune, India

Mar 2018 - Jun 2021

- 2 years of experience with software quality assurance and testing of applications
- Take part in software design and code reviews to ensure quality standards are met
- Manage and mentor junior quality assurance engineers
- Analyze and report on quality metrics to drive continuous improvement
- Analyzing and executing Test Cases
- Defect Tracking
- Preparing Test Scenarios, Test Cases for module, integration, and system testing
- Collaborate with software development teams to identify and resolve defects and issues
- Develop and execute test plans and test cases to ensure software functionality and performance
- Continuously improve the quality assurance process and tools.
- Take part in release planning and deployment activities
- Monitor and report on software quality metrics
- Design and execute test plans, and test cases to ensure software quality

Delivery Assurance

Springer Nature Technology and Publishing Solutions | Pune, India

Aug 2012 - Jul 2014

- Maintain accurate delivery records and reports for management review
- Manage delivery documentation and records
- Communicate with customers regarding delivery status and any delays
- Developing and implementing delivery strategies to improve efficiency and reduce costs
- Collaborating with sales and customer service teams to ensure customer needs are met
- Maintaining accurate delivery records and documentation
- Conducting quality checks on products before delivery to ensure customer satisfaction
- Communicating with customers regarding delivery status and updates
- Resolving any delivery-related issues or delays in a timely manner
- Maintain accurate delivery records and reports for management review
- Maintain accurate delivery records and reports for management review
- Maintain accurate delivery records and reports for management review
- Resolve delivery-related issues and disputes with suppliers, vendors, and customers
- Develop and maintain delivery performance reports and dashboards for management review
- Collaborate with cross-functional teams to ensure delivery schedules are aligned with production and inventory levels
- Communicate with customers regarding delivery status and any delays
- Ensure timely delivery of products to customers

○ Data Conversion

Springer Nature Technology and Publishing Solutions | Pune, India

Mar 2012 - Aug 2012

- Develop and maintain documentation related to data conversion processes and procedures
- Provide training and support to end-users on data conversion processes and procedures
- Worked on Epsilon for tagging the XML and HTML code
- Worked on Kindle to browse the converted content
- Test and validate converted data to ensure accuracy and completeness
- Create and maintain documentation for data conversion processes
- Perform data quality checks and ensure data integrity
- Analyze and convert data from various sources into a standardized format
- Monitor data conversion progress and report on status to stakeholders
- Take part in testing and validation of converted data
- Ensure data accuracy and integrity during the conversion process

Internship

Software developer

Layers infotech | Pune, India

Jan 2011 - Jun 2011

Worked on the project of hitech flooring.com.

Certifications

- QA Manual testing: Live Project+Agile+Jira+API
- Mendix: Low code application development course
- Six sigma yellow belt
- Advance Excel
- Google Data Studio

Accomplishments

Rewarded for teamwork and own your learning.

Received Best Performance reward

Service reward

Business trip to the vendor's location