

# RESUME

**Chandrashekhar dwivedi**

Vill. Post Akauriya

**Dist-Rewa (MP),486556**

**Mobile: 9981184849**

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## Career Objective:

To obtain a challenging position that will utilize my knowledge and experience and help me advance in a corporate environment in a positive way .

## PROFILE SUMMARY

- ✓ Having Overall ---- Years of Experience in various positions in Test Engineering, Product Management, System.
- ✓ Engineering and R&D with proven ability to manage new products from concept to launch as well as support.
- ✓ Mature product lines. With deep telecom and mobile domain expertise, always up streaming the quality in all.
- ✓ Projects in the field of UE testing (Functional/Non-Functional) and Mobile Software testing with emphasis on manual testing.
- ✓ Currently working on different projects of realme India for both pre launched and after sales devices and software.
- ✓ upgradation and compatibility testing on projects of various mobile devices (Qualcomm, MediaTek & Unisoc).

## Educational Qualification:

Examination	Specification	Institution	Board / University	Year of Passing	Grade
M.Sc.	Computer Science	Govt. T.R.S. College Rewa (M.P.)	APS University Rewa (M.P.)	2013-14	First class
B.C.A.	Bachelor of computer application	Bits 'N' Byte computer Education Rewa (M.P.)	MMYVV	2011	First class
12 <sup>th</sup>	High Secondary School	Gita Jyoti H.S.School Rewa (M.P.)	M.P.Board	2008	First class

## EXTRA QUALIFICATIONS:

- Complete knowledge of – MS Word, MS Excel, PowerPoint, Windows XP, and Outlook.

## **WORK EXPERIENCE:**

**Marquis technologies Pvt.ltd.(realme)**

**From: December 2021 to Present**

**Role: Software test Engineer**

- Device flashing having various chipset configurations.
- Performance testing ,camera testing , functional testing , wireless connectivity testing
- Understanding user issues and sharing them with the development team
- Checking the REF devices behaviour
- Retest with fixed build and sharing result
- Software compatibility testing over various chipsets and UE and IOT devices.
- Involved in field testing of mobile phones.
- Testing of Pre-Launched Mobile phones and Applications.
- Well versed with the BUG life cycle, STLC and SDLC.
- Basic Log Analysis.
- Capturing logs remotely
- On device log capturing.
- ADB logs, Dump, Serial, Readback capturing.
- Test Case creation, Test case execution and Bug reporting.
- Work with development team to create test plans for enhancements and fixes on application.
- Document Product defects and track it to closure.
- Mobile Device Testing (Functional & Non-Functional), IOT testing, Application Testing & Games Testing.
- Field Testing & Lab Testing over diversified range of IOT based products.
- Bug Raising over various Tools ( ALM, ).
- Mobile handset basic hardware testing and troubleshooting.
- Majorly responsible for the Market feedback issues handling and User trial devices testing.
- Actively executed many Functional testing projects of feature phones.

## **JIE LIAN MOBILE INDIA PRIVATE LIMITED(VIVO)**

**From: Feb 2021 to November 2021**

**Role: Center Manager**

- Daily Basis co-ordination with ASM for customer pending calls and call closing.
- Maintaining TAT and customer satisfaction & complaints regarding any technical issue.
- Handling Escalated customer calls and managing to close them within the time limit.
- Extracting daily open call report from the CRM & preparing daily open Call data reports with Remarks for the open calls.
- Responsible for closing all unwanted bucket pending in call for assigned territory.
- Achieve defined organization KPI, drive center operation smoothly. Supervising the daily operation activities of the team.
- Responsible for checking of weekly and monthly return orders bad material with return order qty and physical qty ,packing and dispatch to Warehouse.
- Responsible for daily, weekly and monthly audit of spare part and maintain difference rate.
- Part / Swap stock management, Maintaining and monitoring inventory with stores and material planner. Defective return as per standard process. Super market monitoring. Product Knowledge & specification training arrange for all service center staff as well as for all sales staff. Induction & technical training arranging for new appointed.

- Complaint management of customer for repeat cases, long pending cases, to maintain Long term repair ratio and repeat cases.
- Responsible for maintaining reasonable stock at service center –making PO to warehouse.
- Daily tracking of shipments and coordination with warehouse and courier partners.
- Responsible for making PO for spare parts by checking their last 30 days consumption and their available stock.
- Responsible for return dead stock to warehouse, if no consumption.

### **COMPETENCIES**

- Quick learner & adapts well to changes and pressure in work place.
- Managing relationships & working efficiently with diverse groups of people.
- Committed to meeting deadlines and schedules.
- Leadership skills to lead projects & handle work independently.

### **LANGUAGES KNOWN**

English, Hindi,(Speak, Read, Write)

### **HOBBIES**

Sports specially volleyball, cricket. Movies , Gardening

### **DATE OF BIRTH**

06<sup>th</sup> Jun 1991

### **Marital status**

Married

### **Nationality**

Indian

**Contact No: 9981184849**

### **DECLARATION**

I hereby declare that the details furnished above are true to the best of my knowledge.