



Jigar Shah

SENIOR QA PROFESSIONAL | MANUAL TESTING EXPERT | QA MENTORSHIP | CLIENT COMMUNICATION

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SKILLS

Agile / Scrum Skills
Performance Testing
Basic SQL Queries
JIRA Project Management Tool
AzureDevOPS Project Management/Test Cases Creation/Execution Tool
Asana Project Management Tool
ECOS CRM Bug Tracking Tool
Documentation & Analysis
Communication
Leadership Skills
Adaptability
Ability to Work in a Team
Effective Time Management
Ability to Multitask

LANGUAGES

English

Gujarati

Hindi

PROFILE

Seasoned QA professional with over [8+] years of hands-on experience specializing in manual testing, test strategy, and end-to-end quality assurance for web and mobile applications. Known for a sharp eye for detail and a deep commitment to delivering bug-free, user-centric software.

Manual Testing Excellence: Proficient in all stages of the STLC—from test planning and execution to defect tracking and reporting. Skilled in functional, regression, integration, UAT, and cross-browser testing across diverse platforms.

QA Mentoring & Leadership: Passionate about guiding junior testers and building strong QA teams. Experienced in establishing best practices, conducting peer reviews, and training new team members on tools, processes, and domain knowledge.

Documentation & Process Ownership: Expert in creating comprehensive QA documentation, including test plans, test cases, traceability matrices, and release notes. Ensures documentation aligns with project goals and supports audit/compliance requirements.

Client-Facing Experience: Comfortable engaging directly with clients to gather requirements, discuss test progress, clarify issues, and provide QA sign-offs. Known for clear, professional communication and building long-term trust with stakeholders.

EMPLOYMENT HISTORY

QA Consultant at Mangalam Information Technology PVT LTD, Ahmedabad

November 2023 — June 2025

- Developed relationships with external stakeholders to build a strong network of partnerships
- Collaborated with internal teams and external stakeholders to ensure that all design elements aligned with brand values and standards
- Work closely with client for bug free system
- Work with different tools like CATO VPN, Adobe work-front, Amazon Work Space.
- Work for different Universities with configurations of back-end
- Verify different parameters while checking Universities Instances
- Verify New & Revisions tasks for Universities websites

Sr. QA Analyst at Injala INC, Ahmedabad

January 2020 — October 2023

- Create reports and documents as requested by the office manager
- Developed test plans and test cases for user acceptance testing to ensure the software met customer requirements

- Established a set of best practices and documented procedures for software testing, resulting in improved accuracy and reliability of software products
- Testing of new software applications, ensuring a smooth transition to production
- Identified and documented software requirements and user stories for testing purposes
- Created test cases and conducted manual testing to identify and fix software defects before release
- Developed test data to ensure comprehensive coverage of test scenarios
- Designed and implemented test cases for integration and system testing, ensuring interoperability between components
- Developed and executed comprehensive test plans and test cases to ensure product quality and usability

Professional Experience

Product Name: AAT (Automated Agency Team)

Working as a Support QA.

Product Name: Wrap Portal

Work with various web portals, including the Admin Portal for Insurance and Risk Management Firms.

Deliverable Product with Monthly Payroll System, Different areas of Reports, and Contractor Portal. Submissions of Policies & Certificates for multiple Contractors using the .NET framework.

Hands-on experience with Clients, handling cases to provide effective solutions.

Generating Policy & Certificates along with renewal policies.

Works with different desktop applications like the admin portal & contractor portal

Product Name: Kinetic

Dashboard: Virtual Project Information at a glance

Easy Self-Enrollment: The Contractor can enroll anywhere by filling Policy related information

Customized Reporting: Real-time Reports at the push of a button will get all information for the system at a glance.

Certificate Tracking: The system will get all automation certificates of Insurance

Documents: It's a complete Document Management System. The contractor can upload, organize, and share all types of documents.

Sponsor Management System: Sponsor can create the Project, Bind the Policy & Generate the certificate and share with Underwriter and Client.

UI Tester at Milestone Internet Marketing PVT LTD, Ahmedabad

February 2017 — December 2019

- Executing Quality Assurance Test Plans for Client's SRS document. Work with different areas with Responsive websites which includes Desktop, Mobile, Tablet and across with cross browsers.
- Designed matching Project Layout with Client Layout (UI) Deliver QA and Testing Reports to professional service clients
- Work with Staging and Live Websites
- Deliver QA for different Portals like Blog, Event Calendars, Mobile Websites, Test Link (Staging Websites Client's Edits) and (Live Websites Client's Edits)
- Projects that includes : Restaurants, Hotel Industries, Payment Gateway.

QA Analyst at Concept Infoway PVT LTD, Ahmedabad

February 2015 — January 2017

- Executed comprehensive manual testing across web and mobile applications, ensuring user-centric software delivery.
- Developed and maintained detailed QA documentation, including test plans and release notes, aligning with project goals.
- Mentored junior QA testers, fostering a collaborative team environment and promoting QA best practices.

- Engaged with clients to gather requirements and provide updates on testing progress, enhancing stakeholder communication.
- Led testing efforts for functional, regression, and cross-browser scenarios, driving quality assurance across diverse platforms.

EDUCATION

Diploma in Computer Application Technology at Garware Institute of Development, Bombay

B.COM at Kandivali Education Society of Commerce, Bombay

COURSES

Postman API at Udemy.com

Software Testing Training at Cygnet

EXTRA-CURRICULAR ACTIVITIES

Youth Volunteer of BAPS.