

AASTHA MER

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Summary

Enthusiastic and detail-oriented **QA Fresher** with a background in service delivery and web development. Skilled in defect tracking, documentation, client coordination, and test case management. Seeking an entry-level QA role to apply my analytical skills and passion for quality to ensure product excellence.

Work Experience

Squirrel Softtech Services Private Limited | Service delivery executive

Jan'24 - June'25

- Acted as a bridge between clients and development teams, ensuring smooth communication and project execution.
- Coordinated with development teams to assign tasks, track progress, and ensure timely delivery.
- Reviewed and monitored project budgets, ensuring transparency in **billing and cost estimations**.
- Assisted in resolving project-related queries, ensuring client satisfaction and adherence to service agreements.
- Worked closely with finance and operations teams to streamline billing and payment processes.
- Coordinated with consultants and clients to track progress, gather efforts, and ensure timely ticket resolution.
- Prepared various client reports, including **ticket status, effort tracking, and monthly consumption details**.
- Utilized **EHRM** to manage timesheets and created internal tickets for internal team coordination.
- Worked closely with consultants on projects, ensuring completion within scope, budget, and timeline.
- Assisted in resolving **project-related queries**, maintaining client satisfaction and service level agreements.
- Conducted **weekly client meetings** to review project status, discuss progress, and address concerns.

Gravitas Technosoft | MERN Stack Intern

Feb 2023 - Aug 2023

- Developed and maintained web applications using MongoDB, Express.js, React.js, and Node.js (MERN stack).
- Built RESTful APIs for seamless data exchange between the frontend and backend.
- Experience with UI design and basic front-end debugging.

Projects

1. E-Commerce Web Application Testing

- Created and executed test cases for user journeys: sign-up, login, product search, cart, checkout
- Logged and tracked bugs using JIRA; coordinated with developers for resolution
- Performed smoke testing and regression testing for each build
- Validated frontend components across multiple browsers

2. REST API Testing - Book Management System

- Tested CRUD operations via Postman
- Verified response codes, response time, and validation logic
- Documented results in Excel for review and reporting

Skills

Manual Testing – Test case writing, bug reporting, scenario-based testing

Bug Tracking Tools – Jira, Freshdesk

Testing Types: Functional Testing, Regression Testing, Smoke Testing, Web Testing, API Testing (Postman)

Languages & Tools: HTML, CSS, JavaScript (basic), Postman

Documentation: Test Cases, Test Scenarios, Bug Reports, Excel/Google Sheets for test logs

Other Tools: Excel, Google Sheets, EHRM, Freshdesk

Soft Skills: Analytical Thinking, Communication, Time Management, Team Collaboration, team coordination, problem-solving

Client Communication – Ticket follow-up, SLA tracking

Education

Gyanmanjari Institute Of Technology | Bachelor Of Engineering

- Information Technology | CGPA: **8.20**

June 2023

Vidhyadhish VidhyaSankul | H.S.C

- Percentage: 63%

March 2019

Fatima Convent High School | S.S.C

- Percentage: 83%

March 2017

Achievements

- Successfully improved ticket resolution time by 30% through streamlined consultant coordination.
- Enhanced client reporting accuracy, reducing escalations and improving customer satisfaction.
- Played a key role in ensuring transparent billing and project cost estimations.