

Akhilesh Narotra

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Technical Support & QA Analyst | Web Systems & Troubleshooting

Recent graduate with a strong foundation in software quality assurance and technical support, offering a track record of resolving system issues, streamlining support processes, and enhancing user satisfaction. Known for a detail-oriented approach, quick learning in dynamic environments, and effective communication across teams. Adept at bridging the gap between technical issues and user needs to deliver smooth, dependable service experiences.

SKILLS & COMPETENCIES

Technical Tools: JIRA, Selenium, Power BI, VirtualBox, Microsoft Office Suite, SQL

Systems & Support: Windows OS, Web-based Applications, Infrastructure Requests, Basic Server Admin

Troubleshooting & Documentation: Service Request Handling, QA Reporting, Configuration Tracking

Soft Skills: Cross-team Communication, Attention to Detail, Customer-Centric Approach

PROFESSIONAL EXPERIENCE

Food Cupboard Assistant | Algonquin Students' Association, Ottawa | Sep 2024–Apr 2025

- Directed 5+ volunteers to streamline weekly food distribution for 270+ students, reducing wait times by 20%
- Implemented inventory tracking system (Excel, Calendly, Link2feed), cutting waste by 15% and improving resource allocation
- Enforced safety protocols for food handling, ensuring 100% compliance with health standards

Studental Care Representative | Conestoga College, Waterloo | Jan 2024–Aug 2024

- Managed scheduling for 310+ monthly clients, resolving conflicts to improve appointment adherence by 15%
- Acted as primary point of contact, achieving 95% student satisfaction in service delivery surveys

KEY PROJECTS

Software Testing Project – Web Banking Application

- Developed and executed 50+ test cases for core banking features, including login, transactions, and validations
- Validated transaction integrity by writing SQL queries to cross-check backend data against user inputs
- Tracked 40+ defects in JIRA, collaborating with simulated developer teams to resolve critical bugs
- Delivered structured test plans, coverage metrics, and detailed bug reports to ensure system reliability

UX Redesign – Online Student Portal | Personal Project

- Revamped navigation, layout, and accessibility of a college student portal to reduce user friction
- Designed wireframes and mockups in Figma, focusing on responsive and user-friendly UI
- Conducted usability testing and implemented WCAG accessibility standards

EDUCATION & CERTIFICATIONS

Energy Management Graduate Certificate | Algonquin College | 2024–2025

Software QA & Test Engineering | Conestoga College | 2023–2024

Bachelor of Computer Application | Guru Nanak Dev University | 2019 – 2022

Certifications: AWS Solutions Architect | Android Basics (Kotlin) | Deep Learning (Coursera)