Rajpreet Kaur

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SKILLS:

- MS-Office, Azure DevOps (TFS), Robot Framework, PyCharm, HTML, CSS, JavaScript, Java, Oracle SQL Developer, Bitbucket, SharePoint, QuickBooks
- Challenger mindset, data analysis, improving efficiency, cross-functional team collaboration, automation development, manual testing, web application testing, test development
- Fluent: English, Punjabi

EDUCATION:

Bachelor of Business Administration in Information Technology Management   August 2018
The University of Michigan, Dearborn, MI

EXPERIENCE:

General Motors   Detroit, MI
Software Test Engineer   January 2020 – Present

- Determine and develop test strategies for testing issues and drive to completion.
- Manage bug database triage by prioritizing critical or major cases and work with multi-discipline teams to resolve and close successfully.
- Proactively create and execute test cases, triage bugs, and report testing status to project teams.
- Help troubleshoot issues found within the products.
- Prioritize test coverage, identify risks, and communicate recommendations and updates to stakeholders.
- Partner with cross-functional teams to ensure quality throughout the software development life cycle.
- Build automation framework with reliable and maintainable code.
- Enhance automated test suites and tools to meet business needs with respect to functionality, performance, scalability and other quality goals.
- Innovate and invest in tools and solutions that help increase the efficiency of product development.
- Create, enhance, and maintain automated test suites in CI/CD environment for UI, API, and integration endpoints.
- Generate systems software engineering policies, standards, and procedures.

Business Analyst   August 2019 – January 2020

- Created detailed business analysis, identified problems, opportunities, and solutions for the business.
- Development of business process models, business requirements, user stories, and product backlogs.
- Partnered with the business to ensure comprehensive user acceptance testing/training plans were executed and applications were successfully transitioned into production.
- Designed and executed analysis and effectively communicated insights.
- Completed analysis of reports using standard reporting tools.
- Served as a key liaison and partner to finance, IT, and other parts of the organization.
- Acted as a connection for relationships with service providers.
- Assisted with ad hoc strategic and operational projects.
- Provided analytical support and business context to identify and drive initiatives.
- Collaborated globally, cross-functionally, and with various levels within the organization.
- Responsible for directing and prioritizing work, managing performance, and providing guidance/coaching to team members.

FEAST Detroit   Inkster, MI
Supply Chain Analyst   January 2018 – August 2019

- Effectively lead all functions responsible for the business and customer (right product in the right place at the right time).
- Identify areas for process improvements and enhance operational efficiencies and establish plans for implementation.
- Manage employees and provide leadership and direction for the daily operations and functions.
- Experience with contract negotiation and spend analysis to reduce cost and maximize controls for new and existing products.
- Created and maintained daily, weekly, and monthly reports of sales.

- Excellent time-management, prioritizing, analysis and strong judgment/decision-making skills.
- Ability to monitor customer accounts by maintaining accurate tracking spreadsheets and files.
- Has a high sense of urgency and able to resolve problems in a self-sufficient and timely manner.
- Exceptional problem solving and communication skills – clearly and concisely communicate with customers and employees in a professional manner.
- Ability to recognize and handle confidential information.
- Detail oriented and able to multitask throughout the day.
- Excellent analytical skills and can quickly understand billing issues and create a resolution.
- Transactional accounting, including expense tracking, invoicing, accounts payable and receivables.
- Prepare and review financial reports, analyze results, and present findings and recommendations to senior management.

Paul's Airport Taxi   Brownstown, MI
Manager   November 2012 – December 2017
- Booked taxi services with customers and interacted with employees regarding booking, flights, and news about updated policies or procedures.
- Interacted with customers and shared knowledge about taxi services and what the company offers.
- Hired, trained, and managed staff to ensure expectations were met.
- Provided employees timely and constructive performance feedback.
- Took ownership of customer complaints and brought resolution to the issue.
- Resolved complex customer account problems.
- Evaluated performance and made recommendations for personnel actions.
- Provided opportunities that enhance employee career growth.
- Experience in general knowledge of operations and customer billing practices, project management, and contract administration.