



Melissa Mishelle Menezes

Profile Summary

To secure a responsible position and sharing my breadth of experience and abilities effecting mutual employee and employer growth and success and also utilize my skills, abilities, knowledge & ideas in a team that offers professional growth while being resourceful and flexible.

Contact

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Address

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Post Bantwal-574219 Karnataka,D.K

Education

Bachelor of Engineering (Computer Science) from SDMIT

Technical Skill

MS Office,

Windows XP

Basics of:

(C,VB6,VB.NET,

HTML,MS SQL).

Personal Profile

Father's Name: Mr. George
Menezes

Date of Birth: 21-01-1990

Marital Status: Married

Nationality: Indian

Language

English

Hindi

Kannada

Experience

2014 JULY - 2022 JULY

NMC Medical Centre, Sharjah UAE

Front Office cum Call Centre Executive

- Patiently attending and caring every patient arrives to our hospital.
- Preparing files of the patients (gathering all the data of the patients).
- Dealing with the insurance companies.
- Preparing Laboratory reports of the patients.
- Responsible and politely handling the telephone calls & maintaining interpersonal relationships.
- Responsible of handling cash and credit payments.
- Answering calls in three rings and giving excellent service on call.
- Knowledgeable with the company information, affiliations and directories.
- Responsible in handling some office and clerical works and maintaining records.
- Excellent communication skills demonstrated by ability to work with people with diverse background.
- Awareness of all insurance companies which is covered and accepted into our hospital.

2011 JULY - 2013 DECEMBER

Global E-Softys Pvt Ltd, Mangalore,India

QA Analyst

Title : Concession Tracker

Client : US Flea Markets

Role : QA Analyst

Technology : VB DOT NET, SQL Server

Team Size : 10

Description:

Software is used to manage the individual concessions in the flea Market.

- Concession Tracker 2.0 is used to handle POS transactions from individual concessions and post the data to the Concession Tracker Corporate module on hourly basis.
- Concession Tracker 2.0 is developed using VB6 and Concession Tracker 4.0 is developed using VB .NET2010.
- SQL Server 2005 is used to store and retrieve the data related to the software.
- The software is targeted to the US clients.
- 2 clients are live with the software with 1 of them having 40 locations and the other having 6 locations.

Responsibilities:

- 1) Defect Testing.
- 2) Prepare Test cases and Test data for Defect testing.
- 3) Executing the Test Case, Identifying the Bugs and reporting them in Service point.
- 4) Performing Functional and Integration Testing using Black Box approach.
- 5) Effective defect tracking and reporting to improve communications and to reduce delay.
- 6) Attend meetings, document user change requests.

Passport Details

PASSPORT NO.: P8152272
DATE OF ISSUE: 16/01/2017
DATE OF EXPIRY: 15/01/2027

Certification

Medical coding (KHDA Approved)

- 7) Analyze functional requirements and prepare documentation.
- 8) Prepare Master Test Plan.
- 9) Regression Testing.
- 10) User Acceptance Testing.
- 11) Prepare Test cases for change requests.
- 12) Executing Test cases for Change Requests.
- 13) Interface Testing.

Professional Summary

Insightful knowledge of the SDLC and STLC entailing requirement analysis, development, testing and debugging. A team player with strong communication, analytical and problem-solving skills.

Professional Skills

- Proficient in Microsoft Office (Word, Excel, Outlook).
- Proven experience in customer service and administration.
- Strong phone handling, listening, written, and verbal communication skills.
- Cross-cultural communication and people management abilities.
- Strong analytical, problem-solving, and negotiation skills.
- Capable of providing feedback, working independently or in a team.

Declaration:

I hereby declare that the above furnished information is true to the best of my knowledge.