

ROYLIN FRANCIS C

IT SUPPORT ENGINEER | ADMINISTRATIVE OFFICER | QA ENGINEER

Accomplished & Resourceful IT Professional with expertise in **software testing, IT support, and office administration**. Skilled in **mobile & web application testing, functional and API testing, user acceptance testing (UAT), website maintenance, and first-line technical support**. Adept at **bug tracking, test case execution, and troubleshooting software issues** to enhance system performance and user experience. Proven ability to collaborate with cross-functional teams, manage IT projects, and provide **technical guidance to clients and stakeholders**.

Currently seeking an opportunity as **IT Support Engineer | Administrative Officer | QA Engineer** preferably in IT Services & Consulting / Education / Hospitality/ E Commerce/ Logistics/ Travel & Tourism/ Media/ Banking & Exchange or other prominent sectors in UAE.



GET IN TOUCH

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WORK EXPERIENCE

WINDFALL PRODUCTIONS PVT LTD | KERALA | INDIA

Industry – Media Production

QUALITY ANALYST

March 2023 – January 2025

- Performed **mobile and web application testing**, ensuring functionality, usability, and performance.
- Conducted **User Acceptance Testing (UAT)** to validate system compliance with business requirements.
- Provided **first-line technical support**, troubleshooting software and system issues.
- Managed **website maintenance**, ensuring optimal performance and security.
- Engaged in **client interactions**, delivered product **demonstrations**, and addressed technical inquiries.
- Utilized **HubSpot CMS & CRM** for **landing page creation** and campaign management.
- Delivered **technical guidance and training** to users for seamless system adoption.
- Created **test cases and test scripts** to improve software reliability and performance.
- Identified and reported **bugs, defects, and usability issues**, ensuring timely resolution.
- Collaborated with **developers and project managers** to enhance product quality and user experience.
- Handled **ticket management**, tracking and resolving issues efficiently to improve system performance.
- Developed and implemented **automation scripts using Selenium**, reducing manual testing efforts and improving accuracy.

2BASE TECHNOLOGIES PVT LTD | KERALA | INDIA

Industry – IT Services and IT Consulting

QA ENGINEER

May 2021 – March 2023

- Executed **mobile and web application testing** to ensure functionality, performance, and usability.
- Conducted **API testing, regression testing, and functional testing** to validate system performance.
- Performed **requirement analysis** to align testing strategies with business objectives.
- Led **User Acceptance Testing (UAT)** to ensure compliance with client specifications.
- Managed **website handling and maintenance**, ensuring optimal system performance.
- Identified, documented, and tracked **bugs and defects**, ensuring timely resolution.
- Collaborated with **development teams** to enhance software quality and reliability.
- Utilized **test management tools** to streamline testing workflows and improve efficiency.
- Handled **ticket management and automation** using **Selenium**, streamlining issue resolution and reducing manual testing efforts.

KEY SKILLS

IT Project Management

Mobile & Web Application Testing

Functional/ Regression/ API Testing

User Acceptance Testing (UAT)

Test Case Creation & Execution

Bug Tracking & Reporting

Network Support

Cloud Computing

Website Maintenance & Testing

System Troubleshooting & Debugging

First-Line Technical Support

Landing Page Creation

Software Quality Assurance

Stakeholder & Client Interaction

Prompt Engineering

Artificial Intelligence Usage

Product Demonstrations

Office Administration & Coordination

Document Management & Filing

MS Office Suite

EDUCATION

2024 – MASTER OF BUSINESS ADMINISTRATION (MBA) - OPERATIONS MANAGER

Manipal University | India

2019 – SOFTWARE AUTOMATION TESTING COURSE

RogerSoft Academy | India

2018 – BACHELOR OF COMPUTER APPLICATION (BCA)

Calicut University | India



MANAPPURAM COMPTECH & CONSULTANTS LTD | KERALA | INDIA

Industry – IT Services and IT Consulting

SOFTWARE TEST ENGINEER

March 2020 – May 2021

- Conducted **website testing, management, and maintenance** to ensure seamless platform performance.
- Performed **functional, regression, and usability testing** for web applications.
- Engaged in **client meetings** to communicate testing progress, address concerns, and provide technical insights.
- Identified, documented, and tracked **bugs and defects**, ensuring timely resolution.
- Collaborated with **developers and stakeholders** to enhance software quality and functionality.
- Designed and executed **test cases and test scripts** for comprehensive software validation.
- Ensured **cross-browser compatibility** by testing websites on different platforms.
- Provided **technical support and guidance** for website-related issues.



COCOLABS INDIA PRIVATE LTD | KERALA | INDIA

Industry – IT Services and IT Consulting

SOFTWARE TEST ENGINEER

March 2020 – May 2021

- Conducted **end-to-end testing** of mobile and web applications to ensure functionality, usability, and performance.
- Performed **payment gateway testing** to validate secure and seamless transactions.
- Collaborated with **developers and stakeholders** to identify and resolve defects.
- Executed **functional, regression, and user acceptance testing (UAT)** to meet business requirements.
- Created and maintained **test plans, test cases, and bug reports** using industry-standard tools.
- Engaged in **client interactions** to gather feedback, address concerns, and ensure product alignment with requirements.
- Ensured **cross-browser and cross-platform compatibility** for web applications.

APPLICATIONS DEVELOPED

- Shalom World Live TV App
- SkoolBeep Education App
- Loan Management System
- Obaid Al Abdi HRM App

INTERNSHIP TRAINING

MALALIFE PVT LTD

SOFTWARE TEST INTERN

November 2018 – February 2019

- Comprehensive Testing of Android and iOS Mobile Applications
- API Testing
- Identified, documented, and reported defects using bug-tracking tools

PERSONAL INFO

Nationality: India

DOB: 18-08-1997

Gender: Male

Languages: English | Malayalam

Civil Status: Single

Visa Status: Visit Visa

REFERENCE

Available Upon Request