

SHAHANA V S

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🐙 github.com/ShahanaVS

🔗 <https://shahanavs.com/>

Profile

B.Tech graduate with experience in customer support and a strong interest in digital marketing. Completed software testing training and transitioned into developing digital marketing skills, including running campaigns and building a portfolio using WordPress. Enthusiastic about leveraging technology and analytics to drive marketing success.

Education

2023	B. Tech(ECE) <i>Jawaharlal College of Engineering and Technology, Palakkad</i> CGPA : 9.09
2019	Higher Secondary <i>LSNGHSS ,Ottapalam</i> 92 %
2017	SSLC <i>Islamic Central School , Ottapalam</i> CGPA : 9.6

Skills

Database Management : Basics of SQL	Programming Language : Basics of Java
Testing Tools : Selenium, Junit, Testng	Knowledge of software testing methodologies and techniques.
Test Case Creation	Bug Tracking
Basics of JMeter,Postman,Jira	Technical troubleshooting
Customer service and support	Quick Learner
Attention to detail	WordPress Website Development
Digital Marketing Strategies	Facebook Campaigns

INTERNSHIP

Software Testing Internship at Luminar Technolab

Projects

Created a personal portfolio website showcasing digital marketing projects.

Managed successful campaigns on Facebook Ads.

Manual Testing Project

Automation Testing Projects

PROFESSIONAL EXPERIENCE

2024/02

Associate CS Internet (Sutherland Global Services)

- Provided prompt and courteous customer support via phone, email, and chat
- Resolved technical issues and inquiries related to products and services