



King Joshua Daniel

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TECHNICAL QA

I've led and worked in projects in various Spectrums, ranging from products like LIMS and Salesforce to ERP Solutions and API providers. Also a seasoned communicator accustomed to interacting with clients, vendors, and high-level executives in both B2B and B2C products along with substantial experience in leading all stages of IT projects and a consistent track record of delivering projects that meet time and quality goals.

TECHNICAL SKILLS

Project Management	Creating/ Managing Project Plans and Timeline, Documenting SOPs, Product Release Management and Risk Management.
Quality Assurance	API Testing - Postman, Manual Testing, Automation Testing - Selenium, SEO Testing, Penetration Testing - OWASP, Defect Tracking and Management, Test Case, Test Execution and Test Scenarios Management.
Computer System Validation	GAMP 5, GxP Standards, UAT, PQ, OQ, IQ, Requirement Traceability Matrix, Validation Plan, Test Scripts Drafting, Micro Focus ALM, and Execution.
Customer Service	ROI and Cost Effectiveness Analysis, Customer Segmentation, Issue Forecasting and Reporting, Performing in-depth RCA, Conflict Resolution.
Programming Languages	Java, Javascript, Python, C#, HTML, CSS, JQuery.
Databases	PostgreSQL, Oracle, MySQL, Google Firebase, Airtable, Supabase.
Tools	Asana, Smartsheet, Salesforce Health Cloud, Salesforce Service Cloud, Zoho Manage Engine, Atlassian Jira, Notion, Figma, Glideapps, Softr.

EDUCATION

B.TECH

PRIST University, Thanjavur, Tamil Nadu, India
2013 - 2017

PERSONAL PROJECTS

Moderation of Social media content through Sentiment Analysis and Opinion Mining - *Final Year Project*

Tools/ Libraries Used: Python, Tweepy (lib)

WORK EXPERIENCE

TECHNICAL QA & CUSTOMER SUPPORT

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ApyHub

09/2023 - *Present*

Remote - Amsterdam, Netherland

- Developed and executed detailed test plans, test cases, and scripts specifically designed for API testing to validate functionality, performance, and security.
- Collaborated closely with development teams, marketing teams and customers to communicate feedback, API defects and track resolutions.
- Leveraged automated API testing frameworks and tools such as Postman.
- Participated in requirements analysis and review sessions to provide input on API testability, performance considerations, and potential risks.
- Provided support service by promptly responding to inquiries, troubleshooting issues, and providing effective solutions in on-call rotations and after-hours support as needed to address urgent customer issues and ensure uninterrupted service.
- Managed and resolved customer issues via multiple channels including phone, discord, email, and chat, ensuring a positive customer experience.
- Documented customer interactions, inquiries, and resolutions in the CRM system accurately and comprehensively.
- Assisted in the creation of support documentation, knowledge base articles, and FAQs to facilitate self-service for customers and improve support efficiency.
- Conducted product demonstrations and training sessions for customers to enhance their understanding and utilization of software products.

PROJECT LEAD (QA)

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LISP Technologies

10/2021 - 08/2023

India, Tamil Nadu, Tirunelveli

- Orchestrated all activities related to the delivery of new Products for both High and Low impact HAR (Health Authority Regulated) systems, strictly adhering to the GAMP 5 Standards while guiding the team through all phases of Computer System Validation.
- Lead the product teams through compliance with the Product Life Cycle and GxP Standards which includes defining scope, design, architectural vision, feature definition, and usability.
- Drove internal teams to successful product launch and defect management during development and Validation processes all while following the organization's SOPs and Compliances.
- Actively worked on drafting and implementing Risk Identification, Assessment and Mitigation Strategies for the changes and enhancements implemented in LabWare LIMS.
- Reviewed and approved validation documentation, including test scripts, reports, and validation summaries.

- Coordinate validation activities with third-party vendors involved in system development or implementation.
- Provide training to project team members and stakeholders on validation principles, processes, and requirements.
- Actively participated in Identifying opportunities for process improvement in validation activities.
- Assist in the preparation and execution of internal and external audits related to computer system validation.

RELEASE ENGINEER

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LISP Technologies

10/2021 - 08/2023

India, Tamil Nadu, Tirunelveli

- Planning and setting up a Release Management process from scratch for LabWare LIMS systems and Salesforce Development which resulted in improving the efficiency of the way the product was being delivered to the customer by over 30%.
- Proficient experience in delivering quality Release Management SOPs and plans, targeted for developers, validation testers and business process owners.
- Took on the role of a System Administrator for LIMS and Salesforce systems which involved in deploying code changes into the targeted environments in a systematic and efficient way.
- Implemented CI/CD practices with GitHub which enabled efficient and effective code management and code review.

DEVELOPMENT LEAD

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LISP Technologies

05/2021 - 10/2021

India, Tamil Nadu, Tirunelveli

- Led a team of 3 Salesforce Developers, on implementing custom solutions in Life Science domain which includes creating custom E-Signature modules for Salesforce to satisfy FDA regulations such as 21 CFR part 11
- Worked on preparing SOP's and other documentation deliverables for GxP practices and GAMP procedures.
- Worked on conducting multiples POC's on various application such as Salesforce, Atlassian Jira and ZOHO ManageEngine in implementing ITSM modules that satisfy GAMP 5 procedures and FDA Regulations.

SOFTWARE ENGINEER (Full Stack)

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Chain-Sys India Pvt Ltd

04/2017 - 05/2021

India, Tamil Nadu, Chennai

- Worked on testing the product with various endpoints such as REST, SOAP and third party APIs using Java (TestNG), Postman and SOAP UI.
- Work closely with developers and product managers to understand requirements, user stories, and acceptance criteria.
- Worked with multiple databases such as Oracle, Postgres, MySQL while writing tests for data validation.

- Played an integral part in Test planning, design and execution.
- Worked on implementing OWASP standards using ZAP as a part of penetration testing.
- Worked on setting up Automation test suites and scenarios using an in-house developed Automation tool based on Selenium.
- Trained and mentored junior programmers in programming methodologies and best practices.
- Also worked as a part of a full-stack development team - working with Java as the core language along with multiple Databases including Oracle, PostgreSQL, MSSQL, MYSQL, Oracle Cloud services and third party Rest Endpoints.
- Played a major role in redesigning the UI for the Object privileges part of User management system which accounted for major performance improvements.
- Worked on implementing AES cryptographic algorithms in the workflow of the product which made it possible for the secure extraction of client data.
- Worked on creating a developer-friendly information system using UML for the entire extraction system that helps the developer to visualize the design of the system.

INTERN DEVELOPER

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Zealot

01/2017 - 03/2107

India, Tamil Nadu, Chennai

- Worked on a small scale online E-Commerce project for a butcher shop.
- Incorporated the use of Ionic Framework for creating an app for Android and IOS.
- Worked on creating the Database system for the online store using Oracle SQL.
- Prepared the website for the store which mainly made use of Javascript and CSS.

SOFT SKILLS

Project Management

Release Management

SDLC

Agile Methodologies

Requirement Gathering

Vendor Relationship Management

Excellent Communication

Individual Contributor

Team Leadership and Management

LANGUAGES KNOWN

English

Tamil