

# SHRAVAN KUMAR

TEST TECHNICIAN – Product Testing, Quality Assurance & Documentation

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## SKILLS

- **Product Testing:** Functional testing, defect isolation, troubleshooting workflows, test documentation control
- **Quality Assurance:** QA checks, compliance validation, test reporting, product accuracy review, audit readiness
- **Retail Operations:** POS systems, inventory flow, planogram execution, merchandising criteria, workflow setup
- **Inventory Oversight:** Stock tracking, barcode, cycle counts, replenishment accuracy, SKU-level data updates
- **Technical Tools:** Office Productivity Tools, data entry systems, digital logs, operational reporting platforms

## WORK EXPERIENCE

### Test Technician

November 2023 – Present

*CTDI*

*Vancouver*

- Executed testing protocols on 4K setup boxes, routers, home security cameras, and sensors, processing 150+ devices weekly, identifying over 45 critical defects, and ensuring compliance with specifications and standards.
- Diagnosed and resolved product malfunctions utilizing systematic troubleshooting methodologies, root cause analysis, and validation testing, reducing failure rates by 30% and boosting product release timelines and cycles.
- Operated barcode scanners to track 500+ product units daily, maintaining inventory accuracy of 98%, synchronizing shipment records, and integrating data into warehouse management systems for streamlined operations.
- Performed packaging procedures adhering to specified standards and protocols, processing 200+ units daily, implementing quality checks, and minimizing damage rates by 25% via optimized handling and shipping methods.
- Documented test results utilizing standardized reporting frameworks, compiled technical data for 300+ test cycles, generated detailed reports, and facilitated cross-team collaboration for continuous improvement initiatives.

### Senior Sales Associate

April 2018 – February 2025

*Eleven*

*Vancouver*

- Coordinated merchandise displays across 12 product categories using visual merchandising techniques and planogram specifications, raising customer engagement by 35% and optimizing product visibility across stores.
- Achieved sales targets by executing consultative selling techniques, cross-selling strategies, & product demonstrations, generating 40% revenue boost through targeted upselling & conversion rate optimization across categories.
- Trained 15+ new associates in point-of-sale systems, inventory management protocols, and customer service methodologies, reducing onboarding time by 20% while improving performance and operational competency.
- Administered system configurations, executed server upgrades, and resolved hardware issues, maintaining 99% uptime, implementing security protocols, and optimizing network infrastructure for seamless retail operations.
- Analyzed sales data and collaborated with merchandising teams to implement promotional strategies, increasing quarterly revenue by 28%, expanding customer base by 150+ accounts, and driving sustained growth trajectories.

### Store Manager

September 2013 – November 2017

*Sri Sarveshwara Super Market*

*India*

- Directed daily operations across 8 departments, coordinating 20+ staff members, optimizing workflows, and implementing process improvements that raised operational efficiency by 30% while maintaining service standards.
- Developed training programs covering inventory procedures, safety protocols, and sales techniques for 25+ employees, reducing operational errors by 35%, and enhancing workforce competency via structured development.
- Implemented inventory optimization strategies utilizing demand forecasting and stock rotation systems, reducing waste by 40%, minimizing stockouts by 25%, and improving supply chain efficiency across product categories.
- Designed and conducted marketing campaigns targeting local demographics, increasing customer traffic by 45%, expanding market share by 20%, and generating 50+ new customer acquisitions monthly through initiatives.
- Conducted market research analyzing competitor pricing, consumer trends, and demographic patterns, identifying 10+ expansion opportunities, & implementing strategies that increased territorial reach & sales penetration.

## EDUCATION

**MBA – International Business Management**

2020

*BCIT School of Business, Burnaby*

**Master of Technology in Computer Science**

2013

*Osmania University, India*

**Bachelor of Science in Computer Science**

2011

*Jawaharlal Nehru Technological University, India*

## CERTIFICATIONS

- Food Safety Level 1
- Forklift Operator