

SHRAVAN KUMAR

TEST TECHNICIAN – Product Testing, Quality Assurance & Documentation

✉ ramidikumar341@gmail.com ☎ +1 (437)-989-8113 🗺 [British Columbia](#) [in LinkedIn](#)

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

CTDI

November 2023 – Present

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

Eleven

April 2018 – February 2025

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

Sri Sarveshwara Super Market

September 2013 – November 2017

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

BCIT School of Business, Burnaby

2020

Master of Technology in Computer Science

Osmania University, India

2013

Bachelor of Science in Computer Science

Jawaharlal Nehru Technological University, India

2011

CERTIFICATIONS

- Food Safety Level 1
- Forklift Operator