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# VIKASH KUMAR

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## CAREER SYNOPSIS

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7 years of experience in the IT Industry. Worked in versatile profiles such as **Business Analyst**, Consulting, Administration and Support & Maintenance of Salesforce applications Software Test Architect, and **Automation QA lead**.

2+ years of Experience in Salesforce CRM as **Technical functional analyst**, currently playing a Business Analyst role with a demonstrated history of working as a Techno-Functional Salesforce Business Administrator.

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## SKILLS

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| • Salesforce Business Analyst             | • Salesforce Community Cloud           |
| • Salesforce Administration/Configuration | • Salesforce Service Cloud             |
| • Agile Methodologies                     | • Data loader, API, SQL                |
| • Salesforce Marketing Cloud              | • Java, Selenium, Jenkins              |
| • Salesforce Sales Cloud                  | • BDD, GIT, Maven                      |
| • Automation Testing                      | • HP Quality Centre, Agile Accelerator |

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## PROFESSIONAL SUMMARY

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- The core skill set includes **Business Analyst**, **Salesforce Clouds**, and Automation Testing using Selenium, SOAP UI, Postman API, Oracle SQL DB, and HP QC ALM.
- Experience working as a **Business Analyst**, **Salesforce Consultant**, Worked with Service Cloud, Sales Cloud and Marketing Cloud, Community Cloud and Einstein Analytics.
- Experience in requirement gathering, requirement analysis, and implementation and suggesting solutions.
- Experience in creating User stories based on the requirements gathered from the Product and Business Owner
- Experience in working on Agile Accelerator and Jira tools to track the work/User Stories and creating Acceptance criteria's
- Experience in handling multiple clients from Europe/AMN zone.
- Creation of Functional and Technical Design documents.
- Worked on creating User stories and experience in working as an Agile BA
- Worked on all of the Configurations like Validation Rules, sharing Rules, Workflow Rules, Approval Process, Process Builder, Creation of Object, Fields, Email Templates, Layout Changes, Roll up Summary Fields, Lookup Fields, and Field Service Lightning.
- Hands on Experience in Support Process, Email to Case, Case Management cycle, Case assignment rules, Case Escalation Rules, Creating Entitlements, Entitlement process, Milestones, Macros, Omni-Channel, Queries, List Views, Page layout, Support process, SLA set up.

- Maintain Users, User Roles, Security, and Profiles, correcting role hierarchy and setting up the users.
- Deployment using Change set management between development / test sandboxes and production.
- Developed and improved reports, dashboards.
- 2 Years of Business analyst experience Responsible for Requirement analysis/gathering and end-to-end functionality. Consultation for multiple projects for a major Manufacturing company, Michelin.
- 5 Years of Quality Assurance/Software Automation Testing experience in both **Agile & Waterfall** methodologies.
- Practicing full facing **Agile** methodology with **SCRUM meeting, Sprint planning, Sprint review** meeting.
- Excellent **written**, interpersonal & oral **communication**.
- Strong **Analytical, problem solving** and **decision making skills**.

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## EXPERIENCE SUMMARY

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- Feb 2019 – Present Business Analyst, CGI India Pvt. Ltd.
- July 2017 –Nov 2018 Senior Software Engineer, FIS Global Business Solutions
- Feb 2015– Apr 2016 Consultant, Capgemini India Pvt. Ltd.
- Jun 2013 – Jan 2015 Software Engineer, Capgemini India Pvt. Ltd.

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## WORK HISTORY

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**Business Analyst, 08/2019 to Present**

CGI India Pvt. Ltd. – Pune, MH

**Project- Michelin Engage**

This project is to enable Michelin to migrate from its legacy system to new digital platform. Implementation of Fleet (to sale services) & Dealer portal (to order tires).

**Responsibilities:**

- Engage & work closely with business stakeholders to understand business requirements and convert these requirements into user stories and work on build readiness of user stories.
- Work closely with Technical Architect, design Authority to groom user stories & collaborate with cross stream TAs to identify dependencies & risk mitigation.
- Provide training in every sprint about stories to Dev, QA & support team.
- Created sandboxes for Development, QA, UAT and production environments.
- Worked on documentation of the application.
- Played a key role in knowledge transfer of the application to the client's technical & support team.
- Providing subject-matter expert's input throughout the whole life cycle of Salesforce change development process (from idea to deployment stage).
- Identifies problem areas and provides recommendations for future enhancements.
- On day to day basis, I am also involved in all the Salesforce Admin related work (configuration).
- Create profile, permissions documents, data mapping, configure and maintain custom metadata, labels, translations, workbench, integration for SSOs & 3rd party vendors.
- Work with release management team on deployment using changesets, Github & gearsets tools.
- Collaborate with the IT Architects, Delivery Team, and Competency Center to ensure business processes are aligned with enterprise architecture and application standards.
- Provide training to support team after projects goes live every sprint about the stories which were developed.

**Defect Lead, 03/2018 to 11/2018**

FIS Global Business Solutions India Pvt. Ltd. – Gurugram, HR

- Test Lead for Defect Management & Triage.
- Responsible for end to end defect management, bug fixes, retesting, break fixes, impact analysis, production assurance and system restoration.
- Responsible for Defect review, Defect assessment & Defect assignment.
- Updating the Defect status reports in defect status call with the management and following up on defect.
- Analyzing of defect's Business and Requirement Specifications. Designing Test Lab and formulation of Test Strategy, Test Plans.
- Performed functional testing to identify critical points in the application and automated by using Selenium Webdriver.
- Identify test cases to automate, prioritized suitable candidates for automation and automated test cases using Selenium Webdriver, JUnit and Java.

**Senior Software Test Engineer**, 07/2017 to 02/2018

FIS Global Business Solutions India Pvt. Ltd. – Gurugram, HR

**Project Description:**

BeB (Business eBanking) is a complete web based and centralized banking solution covering all the functions of a bank. It supports Wire transfer, ACH transfer and Fraud transaction Monitoring & Prevention. It supports multi-currency transactions and all types of delivery channels.

**Responsibilities:**

Developing Test automation scripts with **Selenium** for all the three modules **Wire, ACH & Fraud (Actimize)**.

- Preparing Requirement Traceability matrices for new business Module.
- Developed **MAVEN** build script to run Selenium automation.
- Actively participated in **Scrum** meeting and bi-weekly sprint release.
- Developed Data driven Testing, Cross browser testing and Parallel Test execution using Selenium WebDriver, **TestNG** and **selenium Grid**.
- Used **Jenkins** as continuous integration (**CI**) tool to schedule and run the automated test script.
- Performed Smoke, Regression, Functional & End to End testing.
- Defect management using MTM.

**Consultant**, 02/2015 to 04/2017

**Capgemini India Private Limited** – Bengaluru, KA

**Project Description:**

Dell Inc. is an American privately owned multinational computer technology company.

This is an e-commerce application. DFS print is a combination of three different modules (Online shopping, Offline shopping, Customer verification) which support customer to buy dell products online or offline with different payment methods.

**Responsibility:**

- Developed test scripts using **SELENIUM**.
- Writing automation script with core java and executing the same using **TestNG**.
- Execution of automation scripts and defect logging.
- Involved in test cases execution and writing test cases.
- Responsible for defect detection, raising defect and retesting the defects.

**Software Engineer**, 06/2013 to 01/2015

**Capgemini Technology Services India Limited** – Bengaluru, KA

**Project Description:**

T-Mobile USA is a national provider of wireless Voice, Messaging & Data services capable of reaching over 268 million.

Project includes testing of its voice, data plans to retail vendors & individual customers across USA.

**Responsibility:**

- Involved in designing Test cases based on S.R.S and Test Plan.
- Executing Tests and analyzing results as per client requirements.
- Detecting the bugs and classifying them based on the severity and reporting.
- **Involved in testing application on different mobile Platform such as iOS and Android devices.**
- Understanding the application, analyzing of business requirements provided by BAs and converting the requirements into test scenarios.

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**CERTIFICATIONS**

Project Management (Online), Rochester Institute of Technology, New York.

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**EDUCATION**

**B. Tech:** Electronics & Communication Engineering, 2013

**National Institute Of Science and Technology** - Berhampur, Odisha

**10th:** 2006 **Catholic High School** - Ara, Bihar

**12th:** 2008 **H.P.D. Jain College** - Ara, Bihar