

# Aditi Deshmukh

Salesforce Professional

Mindtree India Pvt Ltd

+91-9 7 6 6 0 5 6 4 4 3 | aditikorde25@gmail.com/  
aditi.k2591@gmail.com

Trailblazer Link - <https://trailblazer.me/id/akorde1>

SERVING NOTICE PERIOD - LWD - JUNE

SALESFORCE  
CERTIFIED

Administrator

SALESFORCE  
CERTIFIED

Community Cloud  
Consultant

SALESFORCE  
CERTIFIED

Service Cloud  
Consultant



## OBJECTIVE ||

Aiming to experience a challenging career, where I can utilize my Salesforce Administrator, Consultant, Business Analysis & Functional Testing knowledge to achieve company's goal and objective.

A Software Professional having 7.7 years of experience in IT which comprises of Salesforce knowledge on sales and service clouds in versatile domains.

## KEY SKILLS ||

- Overall 7.7 years of IT experience in TOP service based MNCs.
- Serving as a offshore certified BA in current project on Sales cloud features.
- Vastly experienced in Agile methodology.
- Test Lead role in couple of Agile projects.
- Salesforce experience of 2+ years & CRM domain experience of 3.5 years.
- Extensive knowledge of Agile methodology projects.
- Intend to act as a bridge between business & IT.
- Proficient communication skills is major strength.
- Major Experience in Quality Assurance. [ User Acceptance testing, Functional]
- Multi-varied knowledge in domains like Retail, Education, E-Commerce sites, CRM, BFSI domain (Cards, Banking etc).
- Adaptable to various areas of software testing.
- Good exposure to all phases of SDLC & STLC

## CERTIFICATIONS ||

- Entry level Certificate in Business Analysis(ECBA™)
- Salesforce Certified Administrator
- Community cloud
- Service cloud
- ISTQB
- Diploma in Software Testing from Seed Infotech, Pune

## TECHNICAL SKILL SET ||

**BA skills :** Requirement analysis | Documentation - FRD | Solution Mapping | GAP Analysis | UAT | RTM | User story Creation

**SF Skills :** Sales Cloud | Service Cloud | Configuration | Security | Community Cloud | Access Management

**QA Skills:** Team Lead | Agile | Functional Testing | Multi-Domain Knowledge |Sales force | Jira | HP ALM | Confluence | MS TFS

**Soft Skills :** Passionate | Quick-Learner | Smart Worker | Dependable | Problem Solver

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|--|---|
| <b>Mindtree, Harvard Business School Online - HBSC</b> | <b>June 2017 till date</b>                    |
| <b>Business Analyst and QA</b>                         | <b>Sales Force Administrator, Sales Cloud</b> |

Harvard Business School Online offers a unique way to learn business concepts, enabling learners to transform their careers, organizations, and their lives.

We migrated the project from JAVA based platform to Sales cloud in Classic Sales force which majorly deals with Accounts , contacts, products, price books, payments, invoices, chatter etc.

#### **Business Analyst**

- I have worked extensively on Analyzing requirements, Review/writing Test scenarios, Requirements demo to Dev and testing team, Working on User Stories, Making Release notes etc.

#### **SF Admin**

- Review and fine-tune
  - Main user profile
  - Permission sets
  - All user accounts
  - User Roles
  - Page layouts
  - FLS etc
- Review security settings
- Object definitions
- Page layouts in Lightning
- Creation of new Apps

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|---------------------------------|---------------------------------------|
| <b>Mindtree, PVH Salesforce</b> | <b>June 2017 till date</b>            |
| <b>QA lead</b>                  | <b>Service Cloud, Community Cloud</b> |

PVH - Phillips Vanheusen corp. is a group of 160+ clothing company which includes renowned names like Tommy Hilfiger, Calvin Klein, Olga etc

We were involved in the first Service cloud implementation

- Case management, Support processes, Record types, Email to case, Web to case, Case assignment rules, Case queues, Auto response rules, case escalation rules.
- Involved in testing of Omni channel - Service clouds comprehensive service solution which pushes work to agent in real time
- Worked on Customization in Admin role & sole testing responsibility of the project
- Having Good knowledge on activities related to Service cloud setup
- Possess strong ability to quickly adapt to new applications and platforms
- Proficient communication skills with excellent relationship building & interpersonal skills
- Strong analytical, problem solving & organizational abilities with experience in training freshers

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|---|--|
| <b>Deloitte , Legg Mason/Regis</b>  | <b>July 2015 to June 2017</b>                  |
| <b>Functional &amp; Non-functional UAT,AEM testing, Mobile Testing, Responsive device testing</b> | <b>Asset Management (Finance)   E-commerce</b> |

Worked on authoring the required web-pages for client through AEM. Involved in functional testing of the web-application on desktop (Windows & MAC) as well as various devices (Android & I-phone, tablets) by checking for the responsive traits of the page as per client requirement and desired functional flow.

- Understanding the business requirement and functionality scope in order to do resource planning
- Effort estimations and Project Planning/ Tracking
- To analyze & document the Gap between current systems and expected systems.
- Preparing and implementing test strategy and metrics documents.
- Assigning tasks to team members, sending reports to stakeholders and resolving all the issues within given timelines.
- Worked extensively on understanding Requirements, Test Cases preparation and Execution, Defect reporting and tracking, Regression testing
- Acting Scrum master, driven scrum calls.

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|--|--------------------------------|
| <b>Capgemini, Global Payments</b>      | <b>November 2014-July 2015</b> |
| <b>Functional testing, Vision Plus</b> | <b>Credit Cards</b>            |

Worked on acquirer side of cards domain. Involved in creating MasterCard, Visa different card type transactions. Involved working on auth-simulators. Worked on regression as well as enhancement part of both. Been a part of Dev-Int Testing as well as QA – Prod Testing.

- Creating different types of transactions for card-types like MasterCard, Visa, Amex etc and its Authorization on simulators. Validations using logs.
- Attended daily status call, responsible for status mails with ONC.
- Interactions with developers in regards to development-integration testing.
- Identifying Test scenarios, Test Case creation and Patch wise execution in different releases.
- Planning, Execution, Reporting, Tracking, RCA and Re-testing of defects through the ALM & Jenkins

#### QUALIFICATION ||

- Pune University, **B.E (Electronics) with Distinction (70%)**

#### ACHIEVEMENTS ||

- Won award for great team spirit, client deliverables, focusing on efficiency and exceptional performance.
- Received Spot and Applause awards at Deloitte