Balaji Shanmugam
Senior Consultant @ Deloitte, Test Lead

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Work Location - Bengaluru, KA [Remote work - Hosur, TN] 📍

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Having around 8 years of total experience which includes 3 years of experience in Selenium Automation Testing with Java & 3 Years of experience in functional manual testing & 2 years as Test Lead. Well-verse with Agile methodologies and Salesforce Cloudcraze B2B B2C commerce application

WORK EXPERIENCE

Senior Consultant - Test Lead
Deloitte USI
09/2019 - Present   *Bengaluru*
Waste Management Inc - USA & Canada

Achievements/Tasks

- Leading a QA team of 8 member for a SFCC Cloudcraze B2B B2C commerce application. Includes 6 members on Manual testing and 2 member on Selenium automation testing.
- As a Test Lead, responsible for End to end testing activities that includes - Test Plan, Sprint Plan, Effort estimations, Test scripts review, Task assignment, Execution analysis, Defect triaging, Root cause Analysis, SIT plan, Assisting UAT & Sign-off
- On the Automation testing - Planning, coverage, Implementation & Involved in enhancing existing automation framework, code reviews of team members, maintaining code standards, automation testcase/story assignment, Troubleshooting/helping team members whenever needed
- Involved in providing sprint level demo to Product Owner. Well-verse with Agile methodology. Involved in all sprint ceremonies. Attending sync up calls with onsite internal & client team
- Involved in hiring & recruitment activities for Testing Capability

Consultant - Selenium Automation Testing
Deloitte USI
02/2017 - 09/2020   *Bengaluru*

Achievements/Tasks

- As a selenium automation tester, involved in analyzing user stories for automation feasibility & coding to automate the functionality with respect to story delivered - Automated projects includes
- Well-verse & expert in writing complex relative xpath & other locators Experience in handling automation framework that is developed with Maven/Cucumber/Page Object and Page Factory model. Involved in test execution on Saucelabs & Browser stack
- Experience in validation of Salesforce Cloudcraze eCommerce B2B & B2C and AEM applications. Automated 500+ stories. Involved in bulk execution during SIT & providing reports to project team

Test Engineer
Indegene
12/2014 - 01/2017   *Bengaluru*
Pfizer, USA

Achievements/Tasks

- As a Manual tester, involved in iPad CRM apps testing backed by Salesforce. Acted as Test Lead for a team size of 4. Includes writing & execution of test cases & reviewing peer testcases
- As an expert with the engagement in domain knowledge & project delivery needs, Traveled to Client location in NewYork, US for a short term of 3 months with B1 Visa in February 2016 to plan for global expansion of project which was previously delivered only for US

Software Test Associate
Softsmith Infotech
04/2013 - 11/2014   *Bengaluru*

Achievements/Tasks

- As a manual tester, involved in writing & execution of testcases for .Net developed ERP tool
- Reporting bugs & logging defects in Jira. Retesting and closing defects
- Involved in Selenium automation of EPR web application. Updating existing testscrips & creating new automation test cases.
- Involved in requirement analysis of ERP application & finding gaps between implementation

SKILLS

Functional Testing   Automation Testing

Selenium WebDriver   Java

SFCC Cloudcraze   Saucelabs   TestNG

Cucumber   Postman API Testing

PROJECTS

Cloudcraze B2B B2C Commerce application (02/2018 - Present)

- Planning & Validation of **eCommerce application** which includes - Multiple user levels & line of business flow in frontend, Backend SF validations of orders, billing quotes & Mainframe systems integrations
- Validation of **PROS RTPE**[RealTimePriceEngine] that is integrated within cloudcraze eCommerce application
- **Google API** integration for location based services & mapping address with zones as per business in the backend Salesforce
- Validation of **payment methods** - Includes CreditCard, ACH, ApplePay & payment flow in to **cybersource systems**
- Knowledge on all **cloudcraze** objects & its mapping/usage. Validation in **workbench** by writing queries
- Postman - **Rest Assures API validation** - Manual & Automated

Salesforce Marketing Cloud - Amex (03/2017 - 12/2018)

- **Leads, Opportunities**, DND validation & its associated API's in salesforce
- Validation of salesforce objects - leads, opportunities mapping to owners during **Re-alignment** at year end

Salesforce - CRM Marketing App - Pfizer USA (12/2014 - 01/2017)

- **Pharma marketing apps** for iPad devices. Includes analytics & **cost and coverage dynamic data** validation
- Involved in communication with Stake holder, account owner for project expansion & test planning
- Validation of **centralized document portal** with multiple features like - sorting, global search, keyword search. Validation of **microsoft sharepoint** portal

EDUCATION

B.E Computer Science - 6.4 CGPA
Anna University, Chennai
05/2008 - 07/2012

Adithya Institute of Technology, Coimbatore

ACCOLADES

Certified Professional - Selenium Automation Testing [CPSAT] (09/2020)
Conference/Issuer of the certificate

- Certification provided by Agile Testing Alliance

Short-term International Assignment - USA, B1 VISA (02/2016 - 05/2016)
Indegene, Iselin , New Jersey Office, USA

- Travelled for project expansion & attending meetings. B1 Visa valid till November 2026