Ankita Smriti
E-mail: smriti.ankita91@gmail.com
Mobile: +91-9051234363
Home Address: #303, Sri Anjana Galaxy, Green Glen Layout, Bellandur
Bangalore – 560103, Karnataka

OVERVIEW:

Results-oriented Salesforce Testing professional with 9 years of experience in functional, integration, regression, and user acceptance testing. Proven ability to develop and execute comprehensive testing strategies resulting in high-quality software releases. Experienced in leading testing teams, mentoring team members, and collaborating with cross functional teams to achieve project objectives.

WORK EXPERIENCE:

Blue5Green Private Limited: March 2022 — Present (1.2 years)
Cognizant Technology Solutions: October 2013 — February 2022 (8. 4 years)

PROFESSIONAL SUMMARY:

- Expertise in Salesforce Testing, Sales Cloud, Commerce Cloud and Marketing Cloud.
- Expertise in nCino Testing, ensuring the nCino platform is functional, reliable, and meets the client's requirements.
- Expert in Requirement Analysis, Business Development, Resource Management and Customer Handling.
- Experience with Agile techniques such as specification by examples, User Stories, user story creation, Test Plan creation and functional specifications. Involved in web testing, performance testing, cross browser testing and compliance testing.
- Conducted performance reviews, provided coaching, and mentoring to team members.
- Collaborate with cross-functional teams to identify and resolve defects during the testing phase, reducing the overall project timeline by 2 weeks.
- Monitor testing progress, provide status updates, and report any issues to project stakeholders.
- Experience in generating Dash Boards and Weekly Status Reports. Experience in Salesforce's standard and custom objects, validation rules, packages, process builder and work flows.
- Knowledge in preparing Requirement Traceability Matrix and Yearly Governance Report
- Experience in handling internal training and knowledge transition sessions.
- Self-starter with excellent problem-solving, communication and analytic skills using which ensures that customers are delivered at its best.
- Expertise in Azure and JIRA.
- Strong inter-personal and team building skills.
- Ensure adherence to quality standards and best practices.

PROJECT SUMMARY:

PROJECT #1: Natixis
PROJECT ROLE: Quality Assurance Manager
DESCRIPTION:
Natixis is a French multinational financial services firm specializing in asset and wealth management, corporate and investment banking, insurance, and payments. In asset and wealth management, Natixis provides investment solutions to institutional investors, private banks, and retail clients through a range of products such as mutual funds, exchange traded funds (ETFs), and alternative investments. In corporate and investment banking, Natixis provides a range of services including mergers and acquisitions (M&A), debt financing, equity financing, and structured finance.

Roles and Responsibilities:

- Leading and directing the quality assurance team to ensure that all quality assurance activities are completed on time, within budget, and to the required level of quality.
- Developing and managing quality metrics to measure the effectiveness of quality assurance processes and identify opportunities for improvement.
- Developing and implementing quality assurance policies and procedures to ensure that the organization's products or services meet or exceed customer expectations.
- Collaborating with other departments, including engineering, production, and customer service, to ensure that quality assurance requirements are understood and met.
- Ensuring that the quality assurance team is properly trained and equipped to perform their duties effectively.
- Developing and maintaining quality assurance documentation, including test plans, test cases, and test reports.
- Managing the quality control process, including the inspection of incoming materials and the monitoring of production processes to ensure that products meet quality standards.
- Developing and implementing corrective and preventive action plans to address quality issues and prevent future quality problems.
- Conducting quality audits to ensure that quality standards and procedures are being followed and to identify areas for improvement.
- Communicating quality assurance issues and results to senior management and other stakeholders.
- Responsible for ensuring that the organization's products or services are of the highest quality, meet customer expectations, and comply with all applicable quality standards and regulations.

PROJECT #2: Winzone
PROJECT ROLE: Sr. Quality Assurance Lead - Salesforce
DESCRIPTION:
Winzone uses the Salesforce Intelligent Customer Success Platform to bring digital to life—and grow customers' mindshare. It is an end-to-end provider of Salesforce services, including design, consulting, implementation, and support.

Roles and Responsibilities:

- From requirements gathered, work with Technical Leads/Architects to choose service modes and assess effort utilization, skill availability, resource bandwidth and then generate utilization reports to be shared with requirement owners.
- Understand and collect business requirements and perform work distribution to Testing Team.
- Mentoring team members with product knowledge and business processes.
- Conduct Release Management Tasks required promoting tested functionality from sandbox into Production environment.
- Creating Test Plan, Logging Defects, Assigning Testers, creating product backlogs, assigning story points to user stories, Generating reports and Release dashboards in Azure Board.
- Co-ordinates change management meetings between all system stakeholders and ensure that changes in business systems and processes are corrected in the application side. Reporting of team's deliveries, achievements, and strategic initiatives to senior management on a weekly basis.
- As a Test Lead, directly involved in customer interaction, SOW, budgeting, design, metrics, risk assessment, retrospective meetings, estimations and story points, release planning and management.

PROJECT #3: Wells Fargo
PROJECT ROLE: Quality Assurance Lead
PROJECT DESCRIPTION:
Wells Fargo provides banking, investment and mortgage products and services, as well as consumer and commercial finance.

Roles and Responsibilities:

- Involved in establishing QA processes and procedures to oversee the testing of the application.
- Involved in development of testing plans to ensure adherence of the company's standards, maintain QA documentation and to communicate with development teams and clients to suggest improvements.
- Responsible for making the QA Team aware of the Quality Matrix and resolve all the queries.
- Creation of list of milestones and checkpoints and set measurable criteria to check the quality on timely basis.
- Ensuring all development tasks meet quality criteria through test planning, test execution, quality assurance and issue tracking.
- Keep raising the bar and standards of all the quality processes with every project.

PROJECT #4: AIG
PROJECT ROLE: Product Test Specialist
PROJECT DESCRIPTION:
American International Group, Inc., also known as AIG, is an American multinational finance and insurance corporation with operations in more than 80 countries and jurisdictions

Roles and Responsibilities:

- Individual contributor role collaborating with cross-functional Business.
- Contribute to the short-and long-term planning sessions to understand business goals and direction.
- Responsible for working with Business Users to identify and document user stories and business requirements.
- Assisting in designing and developing solutions on the Salesforce platform.
- Integration of Care More with other business systems for downstream applications
- Prioritizing new capabilities, communicate frequent updates to all stakeholders.
- Define, track, and report on field service metrics that align with the business strategy.
- Manage scope changes by negotiating with business stakeholders and technical team, including clear communication on the impact of scope change to other priorities, timeline, or cost.
- Defect Management in HP ALM and JIRA.

PROJECT #5: WellPoint Inc. Care More
ROLE: Product Test Analyst
DESCRIPTION:
WellPoint Inc. - Care More is part of HealthCare Domain. It's a subsidiary of Anthem Inc., is an integrated health plan and care delivery systems for Medicare and Medicaid patients.

Roles and Responsibilities:

- Involved in Requirement Analysis, Test Design, and Test Execution and UAT activities.
- To carry out regression testing every time when changes are made to the code to fix defects.
- To check if testing is going hand in hand with the software development in all phases.

CERTIFICATIONS:

- Microsoft Azure Intermediate 4.5
- Foundation Level Certified in Software Testing (ISTQB)
- Pega 6.1 PRPC
- nCino 101
- nCino 201

EDUCATION:

Examination	Discipline	School/College	Year of Passing	Aggregate
BE	E&C	Sathyabama University	2013	87%
SSC	PCM	Ishan International High School	2008	78%
SSCL	All	St. Joseph's Convent High School	2006	74%

ACHIEVEMENTS:

- Achieved excellence award for Project Management in Q2 and Q3, 2022.
- Achieved Sales and Marketing Team Award for Winzone Transformation Program in Q4 2021.
- Achieved Sales IT Team Q4 2020 Recognition for playing role of Scrum Master in year 2020.
- Winner of One Cognizant People's Choice Award Q2 2014.