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**Abel Vinod Mathew**

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~ Seeking a position as a ~

**Quality Assurance Analyst**

**OBJECTIVE**

Self-motivated team player seeking opportunities to grow and utilize potential in the best interest of

the firm and its clients.

**PROFICIENCY FORTE**

* Manual Testing
* Test scripts
* Salesforce.com
* Sales & Service Cloud
* Lightning
* Roles & Profiles
* Peer reviews
* SOQL
* Test design & plan
* Workflows
* Data Loader & Change Sets
* Reports & Dashboards
* Validation Rules
* Approval Processes

**PROFESSIONAL EXPERIENCE**

**SELAS TECHNOLOGIES July 2019- Present**

**SALESFORCE QA ANALYST**

* QA Expert in the Salesforce.com platform.
* Experience with working in an Agile/Scrum environment.
* Familiarity with SOQL.
* Test new features and existing functionality of our Salesforce product in AppExchange.
* Understand system components, how they interact with one another, and perform different types of testing: functional, end to end, regression and acceptance.
* Partner closely with the development teams to replicate and resolve issues.
* Work with management in analyzing problems, providing solutions, or recommending corrective action and implementing solutions create and manage workflow rules, data validation, and system trigger performing basic system configurations such as working with custom objects, triggers, and workflows working management.

**TRAILHEAD BY SALESFORCE December 2017 - Present**

**SALESFORCE ADMINISTRATOR - TRAINEE**

* Administrating and monitoring a company’s Salesforce CRM application.
* Configuring the application for users with various job responsibilities and provide appropriate access to data.
* Create Profiles and Roles based on Organization role hierarchy and implement Record-level and Field-level security and configuring their sharing settings.
* Build Custom Objects and build fields & page layout customization for the standard objects like Account, Contact, Leads, etc.
* Create Reports and Dashboards as per the customer requirements.
* Build Workflow rules, Process Builder, Validation Rules, Approval Processes, etc.

**OTHER EXPERIENCE**

**IT HELP DESK VOLUNTEER January 2014- January 2018**

**Ebenezer India Pentecostal church**

* Technical proficiency with Microsoft operating systems and Microsoft office suite.
* Excellent hardware and software troubleshooting skills.
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**McDONALD’S - Lakeland, FL September 2015 – May 2017**

**Customer Service**

* Operating the register for cash and card transactions.
* Communicating with customers and helping with technology
* Maintaining cleanliness throughout the facility.

**CERTIFICATIONS**

* Salesforce Certified Administrator (19132905)
* Salesforce Certified App Builder (20860194)

**EDUCATION**

**2017 - 2019 Associate of arts: Management Information systems**

Polk State College, Lakeland, FL

**PERSONAL DETAILS**

Visa Status : Permanent Resident (Green Card Holder)

Travel : Yes

Relocation : Yes

Language Proficiency : English, Malayalam, Hindi