**Suriyakala Ilango**
Phone: 678.790.9900, WHrch18@gmail.com

**Skills**

Maintain technical knowledge by using Trailhead, attending educational workshops and reviewing related publications, when available. A highly motivated, ambitious and Certified salesforce admin with over all 10 yrs of experience which includes 5 yrs as a QA Analyst, 5 yrs as Salesforce Admin / BA. Able to give timely accurate advice, guidance, support and training to team members and individuals. Possess excellent management skills and ability to work independently while leading a group of ten or more. Proven ability to meet deadlines consistently, improvise process with best practices and organize time efficiently. Possess comprehensive understanding of CRM business processes like Lead, Account, Case management and extensive knowledge of salesforce.com implementation in sales and service modules.

**Certification**

Scrum Master

Product Owner

Salesforce Administrator

Salesforce Advanced Administrator

Salesforce Platform Developer I

Salesforce Einstein Analytic and Discovery Consultant

**Professional Experience**

**Salesforce BA / Administrator**

**Westrock, Atlanta, GA June 2017 to June2020**

* Maintain technical knowledge by using Trailhead, attending educational workshops and reviewing related publications, when available.
* Act as SFDC SME for our Help Desk and Technical Support teams
* Experience in creating Roles, Profile, Validation Rules. Email Services, Page Layouts, Workflow Alerts Process Builder and Approval workflow implementing complex business process automations.
* Worked extensively on various Salesforce.com standard objects like Accounts, Contacts and opportunities, Products, Cases, Leads, Reports and Dashboards.
* Strong understanding of Security controls for implementing security such as sharing rules at object, field and record level for different users at different levels organization.
* Maintain and customize all aspects of the Salesforce platform including objects, fields, layouts, security, reporting, validation rules, workflows, data manipulation and migration.
* Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.
* Analyze business requirements and resolve case requests including configuration/customization of 150+profiles, permission sets, public groups, roles, role hierarchy, forecasting, field-level security, record types, queues, reports, dashboards, and identification/documentation of bugs.
* Good knowledge with Provide security controllers to users by using Profiles, Roles, Permission set and OWD.
* Helped build security architecture by identifying security requirements and configured OWD settings, Profiles, Permission sets and Sharing rule as per the project requirements.
* Customized Roles, Profiles and Sharing settings to ensure protected data is available only to authorized users.
* Played a vital role in implementing Secure Identity Management and SAML based **Single Sign-on**(SSO) application
* Implement web to case, email to case functionalities to provide better customer support to clients.
* Apply pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation to custom objects.
* Configured the complete attribute-based pricing and Price Matrices.
* Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steel brick CRM.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Advanced Workflow Approvals.
* Primarily involved in developing prototype of the application as proof of concept (POC) for business team and as a guideline for development team.
* Facilitated and led group discussions to elicit requirements in Joint Application Development (JAD) sessions by communicating with documented business requirement document working prototype and workflow diagrams.
* Deployed, configured and supported the prototype application for its demo /UAT for various line of business from various cities, prepared deck for UAT & gathered feedback and followed up with further updates on the prototype and related documents.
* Primarily involved in developing use case document for the application, traceability matrix, system requirement specification (SRS) and presentations for proposed solutions.
* Builds and develop reports in Salesforce based on software platforms which inform the business.
* Administers end user training for the Salesforce.com environment and produce all training materials
* Experienced in Data Migration using Data load tools like Data Loader, Import Wizard.
* Configured SOAP UI and Postman for API.
* Basic understanding about REST API, SOAP API, WSDL AND SOAP UI.
* Strong knowledge in sales, commerce and service clouds.
* Willing to work in a challenging and cross-platform environment.
* Manage the fast-paced queue of support/project requests from sales, marketing, and IT end-users,
* driving all issues to resolution with a strong focus on customer satisfaction.
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**Operating Systems:** Windows 10, Windows 8, Windows 7, Vista, Windows XP/2000.

**Tools:**  MS Excel, MS Word, MS Visio, MS Project, PowerPoint, MS Outlook.

**Salesforce Configuration Skills**: SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Forecasts, Products, Cases, Solutions, Ideas, and Custom Object Configuration: Field creation, Page Layout, Related list, Record Types, Field Level and Object level security, Role Hierarchies, Sharing Models, Reports, Dashboards, Formula Fields and Cross Object, Formula Fields

**Salesforce Administrator**

**Paradies Lagardere, Atlanta, GA** May 2015 to Jun 2017

Paradies is the most recognized and acclaimed airport concessionaire. Airport Revenue News (ARN), the industry’s leading publication, has named us the nation’s “Best Airport Retailer” for 20 consecutive year.

**Responsibilities:**

* Created user groups and configure workflows and assignment rules to enable proper routing of leads to the marketing members.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response rules for automating business logic.
* Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
* Implemented pick lists, filed dependencies, lookups, master-detail relationships, validation and formula fields to the custom objects.
* Customized Marketing application to create a web to lead forms, Campaign to lead forms, assigning tasks, and managing workflows.
* Involved in preparing Business Requirement Document and Functional Requirement Document.
* Providing support for the day to day management of Salesforce.com
* Self-directed learning, problem solving, and researching of system issues.
* Provide remote training through creating training materials and running training sessions
* Spend up to 60% of the time resolving end-user issues and assisting with training.
* Designed of a standardized Sales Process to be used by all team members in each service line and division based on Sales and Marketing preference and requirements.
* Create reports and dashboards for each geography within service lines based on necessary analytics.
* Provide remote training through creating training materials and running training sessions
* Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.
* Strong knowledge in sales and service clouds.

**Operating Systems:** Windows 10, Windows 8, Windows 7, Vista, Windows XP/2000

**Tools:** MS Excel, MS Word, MS Visio, MS Project, PowerPoint, MS Outlook and Lotus Notes Design/Development Methodologies: Agile, Waterfall.

**QA Tester**

**SAAS Transportation, Destin, FL** February 2012 to April 2015

SaaS Transportation, Inc. is a software and consulting services organization specializing in delivering cloud-based Transportation Management Systems (TMS). Our TMS solution is used by third party logistics companies (3PL’s), small to mid-sized manufacturing companies, carriers and freight payment providers. We also provide software development and niche consulting services to the freight payment industry.

**Responsibilities:**

* Preparation of Defect Metrics and Productivity Metrics for the team, worked as back end tester worked in creating manual test cases in Quality Center. (QC).
* Responsible for conducting the weekly quality assurance review meetings with the development team manager, SME's and the tester to review the results.
* Profound knowledge of web services testing using Service Oriented Architecture tools SOAP UI.
* Worked as manual tester to create test scenarios, test plan, test cases of system design documents.
* Involved in generating Test cases for existing system to new system for different Levels of Business.
* Responsible for reviewing the development standards, testing standards and processes.
* Involved in development of Automation Testing strategies and Test Process; developed automation testing requirements, prepared test scripts, running tests, collecting test results / metrics.
* Performed Positive and negative testing, Black Box, and End User Testing.
* Developed Test plan and Test cases for manual and automated testing.
* Involved in Web Services Testing using SOAP UI.
* Profound knowledge of web services testing using Service Oriented Architecture tools SOAP UI.
* BDD /CUCUMBER approach which allows non-programing QA Engineers to write the new automated tests.
* Familiar with Cucumber, Selenium Web Driver, Selenium commands and x-path. Develop test framework in Selenium WebDriver.
* Performed smoke, usability, functionality, GUI, browser compatibility and regression tests.
* Actively participated in regular QA Team meetings to discuss testing process and resolve issues with local and offshore teams.
* Interacted closely with developers, environment people, client, team manager, team lead and team members for feature issues and discussion.

**Environment**: UFT 11.5, Quality Center, HP Quality Center 10.0, .Net, Gherkin, Selenium WebDriver, SQL Server 2008, Microsoft Windows, HTML XML, Documentation Tools: MS Office - MS Word, Excel, PowerPoint, MS Project.

Quality Assurance Analyst

**AFS, Shreveport, LA** Jan 2009 to February 2012

AFS Logistics, LLC, a transportation cost management company, provides global logistics management services and information technology solutions. It offers a single logistics interface for various logistical needs, such as less-than-truckload, parcel, international, air freight/expedite, truckload, auditing, and information technology services. The company’s solutions provide data integrity, delivery, and manageability resulting in seamless real-time information flow and role-based visibility across global supply chains. Its information technology solutions turn data from various sources into actionable knowledge enhancing the customer’s ability to develop demand, supply, operational, and customer insights through an integrated view of supply chain while strengthening performance management.

 **Responsibilities:**

* Lead in the team in development of Generic Functions in VB Script using Descriptive programming for the Quality center Component which covers utmost validation of the Self Administrated Tool.
* Maintaining common Library Functions for each separate set of Modules in Self Administration tool.
* Registering the Functions created and using them as QTP functions.
* Creating a customized Report Function for the capturing and sending the Error snapshot to the QTP result
* Regression testing using Quick Test Professional by creating verification points (objects data, object properties, window and image verification.
* Experience with defect tracking and analysis using different defect tracking tools such as **(TFS)** and Quality Center
* Documented and Controlled all the test cases, test scripts and test results using Mercury Quality Center 8.2.
* Used MIT (manage IT) for defect tracking.
* Involved in defining the performance scenarios based on the client provided QA use cases and inputs.
* Creating and executing performance scenarios for benchmarking to optimize JVM and Application configuration.

**Environment:**

MS Windows 2000, UNIX, Quality Center 8.2/9., Point of Sale, Finance, HR Primo and PMMS, SOAP UI 3.5

**Education**

Master in Banking Management, 2001-2003, India

Bachelor of Commerce, 1998-2001, India