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Professional Summary

- Total 8 years of experience in IT industry as Manual Tester/Salesforce Test Analyst and Salesforce Production Support Analyst.
- 3 years of experience as QA engineer; specialized in various stages of Software testing process.
- 5 years of experience in Salesforce Production Support and Salesforce Administration.
- Possess good insurance domain knowledge.
- Familiar with all phases of SDLC (Software Development Life Cycle) – Agile, waterfall methodologies and STLC (Software Test Life Cycle).
- Involved in requirement analysis discussion with Product Owner/Business Analyst.
- Involved in preparation of Test strategies, Test Plans, Test Cases and Test Summary reports.
- Understanding, analyzing and streamlining Test Requirements.
- Knowledge on different Levels of Testing (Unit Testing, Integration Testing, System Testing and Acceptance Testing).
- Good experience in GUI, Functional, Usability, Compatibility, Black box, White Box testing and Regression testing.
- Familiar with automation tasks through TOSCA automation tool.
- Familiar with api testing, database testing and Non-functional Testing.
- Familiarity with databases and creating SQL scripts.
- Expertise in Bug Reporting & Tracking Process using Defect Management tools like Jira.
- Experience in training and mentoring team members with product/technical knowledge and business process.
- Experience in preparing RTM, drafting implementation document.
- Having good analytical skills to comprehend Business requirements, prepare build verification tests and check list accordingly.
- Involved in Sprint Retrospective Meetings.
- Identify and communicate risks, issues and potential solutions.
- Having strong debugging skills.
- Experience leading the team.
- As salesforce analyst, provided end-user support and assist users with proactive best practices, worked on different CRM aspects related to Salesforce Sales and Service cloud and also involved in deployments to Production.

Skills Profile

Operating System	Windows Family
Environment	Force.com, Visual Studio
Database	database.com, Oracle, My SQL
Languages	Apex, SQL, Java, SOQL
Tools	JIRA, Zephyr, Rally, Microsoft Visual Studio, Data Loader, WorkBench, Splunk

Summary of Projects

Organization: Capgemini Technology Services India Limited

Client: Farmers Insurance Group

1. Project Name: EFNOL/CMP

Project Duration: August 2020 – till date

Role: Test Engineer

Tools: Salesforce.com platform, JIRA, SOQL, DataLoader, WorkBench

Project Description:

Farmers Insurance Group is an American insurer group of auto mobiles, homes and small businesses. The project has the functionality of an Insurance System which includes Online Portals for both agents and end users having different Systems for Policy Creation, Claims Creation (eFNOL) and Claims Management Portal- CMP. Through CMP, users can check status of the claims filed by them through eFNOL. This application supports different kinds of brand related policies. Agents and insured can access CMP using existing (eFNOL) salesforce.com based community connecting from their respective parent website via SSO. Users will be accessing it either from parent sites or through CMP once they are registered in the website.

Responsibilities:

- Participate in requirements gathering and analysis activities.
- Designing the test plan for validation and approach as per Business requirement.
- Planning and distribution of the work among the team.
- Defect reporting and tracking in Jira.
- Involved in reviewing, preparation and execution of test scenarios and test cases.
- Reporting the coverage status of test performed on the daily/weekly basis.
- Involving in daily Scrum meetings and providing consolidated status updates.
- Preparation of Daily status Reports, Test summary reports and all closure activities.
- Preparing Requirement Traceability Matrix.
- Assist development team in troubleshooting and determining root-cause of application defects.
- Participated in status meetings and Defect Triage calls. Track the status of the defects, retest the fixed defects.
- Work closely with salesforce objects like Case, Account, Contact, User etc.

2. Project Name: 21st Century Insurance

Project Duration: April 2016 – July 2020

Role: Salesforce support analyst

Tools: Salesforce.com platform, Rally, SOQL, DataLoader, WorkBench, Splunk, Appdynamics, Visual Studio

Responsibilities:

- Lead a team of 5 members and ensure quality delivery with no breaches or SLA slippages
- Worked on defect fixes, enhancements, change requests, debugging and troubleshooting issues.
- Creating Users, Profiles, Roles, Reports and Dashboards. Designing of custom objects, custom fields, tables, record Types, Page Layouts etc.
- Experience in working with Change sets and Workbench.
- Integrating salesforce with other applications through connected Apps.

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- Providing support to ensure application health during weekly deployments/major release activities.
- Experience in working with external clients/ end – users.
- Worked with the onsite and offshore development teams to design solutions, provide technical support and perform code reviews.
- Experience in managing application issues at Firewall/server level.
- Created and automated Salesforce Dashboard to utilize the metrics for estimating Sales.
- Created dashboards in Splunk tool for better understanding of success and failure callouts.
- Conducting Salesforce release impact analysis and supporting Supported Salesforce SiteSwitch/migration activities.
- Worked on defect analysis and resolving the incidents within defined SLA period.

3. EFNOL/CMP

Project Duration: 15th December, 2015 – 5th March, 2016

Role: Salesforce shadow developer

Tools: Data Loader, Workbench

Responsibilities:

- Developed Test classes for the Apex Classes to obtain the required code coverage.
- Create and implement test plans and ensure the test/sandbox environments have appropriate test data.
- Involved in daily and weekly status calls.

Certifications

- Salesforce Certified Administrator (ADM 201).
- Salesforce Certified Platform App Builder.
- Salesforce Certified Platform Developer-I.

Education

- GMRIT, Vizianagaram, AndhraParadesh, India, **B.Tech, Computer Science and Engineering**, 2011 – 2015.

Professional Organizations

- Currently working as Sr. Consultant at **Capgemini Technology Services India Limited**, 20th August 2015 – Till Date.

Declaration:

I hereby declare that the above furnished details are correct to the best of my knowledge.

Place: Hyderabad

Date:

(Pilla Vineela)