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### Career Objective

Seeking to work with an organization where I can effectively contribute my skills and enhance my knowledge without compromising my duties. I have the attitude of quickly master in new technologies and welcome opportunities to expand my Skill set.

As a **Salesforce QA Analyst**, I will work alongside Solution Architects and Technical Architects to design, develop, and deploy large-scale enterprise solutions all while learning and growing my skill set.

### Career Summary

Worked in Cognizant, as Associate & SFDC Test Analyst & Admin from August 2014, to March 2020

Worked in HCL as a Sales Force QA ' from May 2020, to April 2022

Worked in Critical River Technologies Pvt Ltd as a Salesforce QA from April 2022, to Aug 2022.

Working in VIRTUSA as a Salesforce QA from Sep 2022 to April 2023

### External Certifications

1. Salesforce Certified CPQ Specialist - 2022
2. Salesforce Platform App Builder – 2022
3. Salesforce Administrator (ADM 201) - 2019
4. ISTQB certified Tester Foundation level - 2017

### Professional Summary

- Over 6 plus years of IT Experience as a **QA Product Test Specialist** in working with “Salesforce CRM” in **manual-functional Testing** and maintenance of Regression cases of salesforce also involved in Siebel CRM Testing, IVR Testing and other Web applications
- **Experienced in Salesforce Clouds - Sales, Service, , CPQ, FSL, Community**
- Have Knowledge in Creating **page layouts, Workflows, Process builders, Sharing Rules and Settings** to **organize Objects, fields, custom links, related lists** on a record detail and edit page
- Strong knowledge of all phases of STLC (System Testing, Regression testing and End-to End Testing), enhancements, Cloud based application and portal-based object oriented enterprise applications.
- Delivered **14 project** releases in Salesforce Agile methodology comprising of Story Analysis, Test design, Test plan, System testing, Defect tracking, Summary Report preparation.

### SKILLS/Tools

Domain Knowledge	Insurance, Banking
CRM Tools	SFDC (Custom Objects, Data migration, Record Types, Workflows, Email Templates, Chatter), Siebel Open UI
	• Trained at Cognizant for CRM Fundamentals
Test Management Tool	HP Quality Center ALM 12.2, JIRA.
Testing Methodologies, Strory Mgmt Tool	Agile (Scrum), Salesforce Agile accelerator

## Project Summary

Account: FPL Florida Power & Light	
<b>Project</b>	Field Service Lightning – Enabling the FSL Salesforce Apps & Community Portal
<b>Vertical</b>	Power
<b>Type</b>	Salesforce Testing
<b>Role</b>	Senior Test Engineer
<b>Duration</b>	From June 2021

### Technologies/Tools Used:

- Salesforce Classic and Lightning, Version One, Field Service Lightning, Community Portal, Azure Devops

### Responsibilities:

- Analyzing the Requirements from user stories.
- Involved in process of Requirements gathering, Analysis of requirements, Test Design, Test Execution, UAT and Test closure.
- Managing the Offshore Team and Coordinating with Onsite Client
- Work closely with the development staff in all phases of development.
- Communicate more with developers and end-users
- Preparing Test Scenarios, Test Cases, Test Data for the Product
- Preparing Test Environment to execute the test cases.
- Executing the Test Cases, Defect Tracking
- Retesting the fixed bugs to check for existence and to check for its effect.

## Project Summary

Account: Fedex	
<b>Project</b>	ACM – Advanced Case Management Tool, CMOD (Case Modernization) , CCD (Customer Care Desktop)
<b>Vertical</b>	Customer Care Art
<b>Type</b>	Salesforce Testing
<b>Role</b>	Senior Test Engineer
<b>Duration</b>	March 2020 – June 2021
<b>Location</b>	Bangalore

### Description:

Advanced Case Management (ACM) is a Customer Relationship Management application hosted on Salesforce Service Cloud. It is Rolled-out in 55 countries in Europe (EU), MESA, APAC regions with 4000+ users. Ongoing ACM integrations include CMOD (Case Modernization) –to aid integration of FedEx and TNT (upon completion, BCM will be decommissioned), CCD (Customer Care Desktop) –To aid Mail Management ACM provides 360-degree view of Customer Data and Interactions, Customer Profile Management, Salesforce Lightning

### Technologies/Tools Used:

- Salesforce Classic and Lightning, Version One, ALM, Tosca, GIT Lab, Imade MainFrame
- Preparing Test Scenarios, Test Cases, Test Data for the Product
- Preparing Test Environment to execute the test cases.
- Executing the Test Cases, Defect Tracking
- Retesting the fixed bugs to check for existence and to check for its effect.
- Preparing Suggestion Documents to improve the quality of the application.

### Responsibilities:

Account: TIAA	
<b>Project</b>	Salesforce Productivity CRM-IR and AMBD
<b>Organization</b>	Cognizant
<b>Vertical</b>	Insurance
<b>Tools</b>	QEA, Salesforce.com (SFDC), <b>ALM, SF agile Accelerator</b>
<b>Role</b>	Salesforce Consultant, <b>Offshore</b>
<b>Duration</b>	January 2017 – March 2020
<b>Agile Releases so far</b>	12
<b>Location</b>	Chennai

### Project Description:

Salesforce productivity project mainly focused on testing of the major functionalities smooth run for the IR and AMBD business groups based on their request on the following objects **{Accounts, Contacts, Task, Event, Opportunity, Campaign, Plan, CSR, Requests, Alerts, Relationships between objects, Interactions, Notifications, Validations, Email Triggers, Reports, Dashboards,}**. Also data Load and integration functionalities testing between various systems mentioned below.

1. Integration between Salesforce, Siebel, UD and Plan Focus systems
- 2.

Integration between Salesforce and Outlook through RIVA **Responsibilities:**

- Testing workflows, Working with standard and custom object
- Sharing Rules Testing with customize objects permission authorization to users in salesforce.
- Requirement grooming with team and Requirement Story management in SF agile accelerator tool.
- Test Design (Test Scenarios and Test Cases) in Excel sheet as per the business template.
- Test plan preparation along with estimation timelines
- Defects management in ALM and Co-ordination with Development Team • Production deployment validation for every release in Prod environment
- Preparation of TSR, DPP and Application Understanding documents.
- KT sessions to the new Off-shore team members on application functionality.
- Every Release Identification of the cases for automation and release regression
- Ensured proper behavior of an application after fixes or modifications by performing Regression Testing
- Additional Process activity responsibilities like – Effort tracker, Control Chart, DPP etc.

### Regression Activity on same Project:-

Executing the Salesforce Regression Scripts and Scripting the new Scripts using UFT / QTP Automation tool with ARC Framework. Design Data Entry scripts & Ensured proper behavior of an application after fixes or modifications.

### Roles & Responsibilities:

- Maintaining the automation ARC framework in UFT with VB Script
- Analyzing the automation feasibility and identifying the Automation Scenarios to be Scripted.
- Involved in Creation of Automated test scripts for SFDC application using ARC Framework

Account: TIAA	
<b>Project</b>	Salesforce Productivity CRM-IR and AMBD
<b>Organization</b>	Cognizant
<b>Vertical</b>	Insurance
<b>Tools</b>	Salesforce Lightning / Classic, UFT, selenium, Gradle, GIT LAB
<b>Role</b>	Test Analyst
<b>Duration</b>	January 2016 – December 2016
<b>Location</b>	Chennai

### **Responsibilities:**

- Creating Test Scripts in selenium using Gradle as build tool.
- Creating Automation scripts for Regression Test cases using UFT/Selenium.
- Handling the individual projects which involves attending the scrum calls in the case of Agile projects, test planning, test design, test execution, UAT and Test closure.

Account: Johnson & Johnson	
<b>Project</b>	Datastage Upgrade , Patient First Application Wave
<b>Organization</b>	Cognizant
<b>Vertical</b>	Life Science
<b>Role</b>	Test Analyst
<b>Duration</b>	January 2015 – December 2015
<b>Location</b>	Bangalore

### **Description:**

- Working in the Patient First Application Wave1 release, I was assigned to lead the Complaints module of the application. I was Involved in the KT sessions to Chinese team for the Complaints module.
- **Responsibilities:**
  - Test Design and Test execution, Lead the complaints module.
  - Involved in KT sessions to the Chinese team.
  - Performed Sanity testing after every deployment from the Dev team.
  - Involved in process of Requirements gathering, Analysis of requirements, Test Design, Test Execution, UAT and Test closure.

### **Achievements - Cognizant**

<b>Buddying Star (2015)</b>	Awarded for outstanding performance in Initial Learning Program.
<b>Pat on Back (2016)</b>	Awarded for adapting a new technology with in no time.
<b>QE&amp;A Pride Award (2017)</b>	Received from TIAA client for consistently exhibiting high performance in Salesforce. For Demonstrating Leadership capabilities and ensuring all the risks highlighted on time and maintained very good coordination between all the stakeholders thought the Process Activities.

### **Academic Qualification:**

- Graduated in B.Tech(ECE) from Rajiv Gandhi University of Knowledge Technologies with 76.7% and Minor degree in Management Studies with 73.7 %
- 10<sup>th</sup> class from Ratnam High School with 90%

### **Personal information**

- ✓ DOB : 03/08/1992 ✓ Languages Known : English, Telugu, Tamil
- ✓ Place : Tirupati, Andhra Pradesh

### **Declaration**

I, Indla Poorna Chandra, hereby declare that the details given above are true to the best of my knowledge.