**MOHAN RAJ S**  **E-mail:** [**rajomohan@gmail.com**](rajomohan%40gmail.com)

**Mobile: +91-8489767107**

**CAREER OBJECTIVE:**

 To learn and function effectively in an organization and be able to deliver to the bottom-line. To constantly upgrade my knowledge and skills and make a difference in whatever I do.

**TECHNICAL** **PROFILE:**

2012 B.E. degree in Electronics and communication Engineering

 From Mahendra Institute of Technology, Namakal.

##  Affiliated to Coimbatore University and secured an aggregate of 74%

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2008 Diploma in Electrical and Electronics Engineering

 From CSI Polytechnic College, Salem.

Affiliated to DOTE and secured an aggregate of 90.2%

2005 SSLC from Gokulanatha Hindu mahajana higher secondary school, Salem

 (State Board) and secured an aggregate of 68.8%

**SOFTWARE SKILLS:**

* Skills : Functional Testing
* Aware of Manual Test Techniques like Test plan, Test case and Test Report.
* Trained in Functional testing (Manual) and Selenium WebDriver.

**CURRICULAR ACTIVITIES:**

**Project Done**

* “PC based Centralized Power House automation” in Diploma.
* “Application of ZigBee for air pollution monitoring for automobile exhaust gases” done as final year project in Engineering.

**Technical Profile:**

Technically Sound and Result focused Associate in testing at Amazon Development Centre.

* Aware of all the **Test design techniques** (Test plan, Test case and Test report)
* Trained in **Functional Testing (manual).**
* Healthy Team Player with Good Communication skills.
* Good knowledge in **Maintenance of Test execution report, Issue list and Daily status report**
* Having the can-do-attitude and can work with minimal supervision and a **quick learner.**

**PROFESSIONAL EXPERIENCE**

**Past Experience:**

**Company** : CSS Corp.

**Designation** : Support Engineer.

**Duration** : Jan 2013 to Sept 2013.

**Responsibilities:**

* Managed translating customer requirements into technical Specifications.
* Helped customer to upgrade networking devices and solved technical issues.
* Performed data analysis on report requirements and recommended solutions for development.

**Prior Experience:**

**Company** : Amazon Development Center

**Technology** : Functional Testing- Manual

**Duration** : Oct 2013 to Present.

**Designation** : Device Associate

**Description** : Testing Android based Amazon Devices and Software.

**Tools** :

 **Bug Tracking Tool :** JIRA

 **Test Management Tool :** Testrail

 **Automation Tool :** Selenium WebDriver.

**Project 1: OnDeck**

A feature similar to YouTube offline videos, its functionalities include saving Amazon prime videos in offline mode. Working on testing the functionality and behavior of the feature, writing test cases to verify its compatibility and reliability on various platforms

**Project 2: CSM (Common Speech Middleware):**

A Voice Assistant Similar to Apple Siri, Windows Cortona, Google Voice Assistant which is built into the device to assist customers over voice commands.

**Roles and Responsibilities:**

Responsible for testing all generation kindle devices, cross platform devices, functionality of Kindle Store in different browsers, tracking bugs and sending status reports on a weekly basis.

* Performing Regression, Sanity, Functional, Load and Stress Testing on Amazon Kindle devices to qualify successive builds and meet release deadlines without compromising on quality.
* Responsible for creating Test Scenarios, Test Cases, Test Data, and Test Execution. Involving in Requirement gathering meetings and responsible for the design of Test Cases to test the end -to-end functionality.
* Testing the functionality of Amazon Kindle US and International Stores and Kindle App functionality on cross platforms like Android, WINDOWS 8.
* Identify software defects and interact with developers to resolve them. Testing on critical or basic feature of an application, raising bugs according to the defects found on new builds in **JIRA**.
* Interacting with Stake holders over conference call to understand products and processes. Preparing Test Summary document and sharing it to the business team for their evaluation and future plan of deployment.
* Regression testing after fixing bugs and verifying that the fixes don’t create problems elsewhere.

Compatibility testing for different platform specifications, Usability testing whether application is user friendly or not.

* Testing new features, resolving issues, providing support and performing root cause analysis on all process by acting as a **‘Subject Matter Expert’**.
* Good experience in deriving test cases from Use Cases and Use cases from System Requirement Specifications (SRS).
* Testing the functionality of the application as per BRD (Business Requirement Document). Globalization testing for an application in different languages and different format specifications.
* Testing Payment Scenarios using different payment methods like Credit cards, Bank accounts, Gift cards, and Country specific card.
* Understanding project plans and provide regular updates against milestones. Consolidating and sharing the test results to the business team.
* Device functionalities are being tested with the constant build updates, where it requires diagnostically testing the interaction between the hardware and software of the device and monitoring their performance.

The testing cycle is initiated and monitored according to the broader test strategy common for the entire range of Amazon.com products & services. The testing cycle is ratified with high emphasis on quality processes and aggressive deadlines. The Testing team constantly receives new patches/update builds and enhancements for existing and new products and is expected to validate testing methodology on the products, under new conditions.

**Present Experience:**

**Company** : CML Media Software Pvt LTD aka Mopro.com in United States.

**Technology** : Salesforce Functional Testing

**Duration** : Feb 2017 to Present.

**Designation** : Software Test Engineer.

**Description** : Testing Salesforce Applications, Process Flow and Integration in Service Cloud and Sales Cloud.

**Tools** :

 **Bug Tracking Tool :** JIRA

**Roles and Responsibilities:**

Responsible for testing Salesforce applications, Process flow and Integration. Working as a DEDICATED resource

1. Testing the Entire Functionality in Salesforce Service Cloud. Responsible for End to End testing in Salesforce.
2. Performed Data Migration from Zendesk to Salesforce, and responsible for understanding entire parameters to be migrated and to be tested.
3. Understanding Requirements and involving in Requirement Analysis.
4. Deriving Test Scenarios and Writing Test cases, and Testing it against all odd conditions.
5. Ensuring Quality after any code changes or bug fixes by doing Regression and End-to-End Testing.
6. Performing System - Integration Testing – Testing all the sources that lead and merge with Salesforce like C# based Online Applications, iOS App integration, Android App Integration and JIRA Integration and Marketo Integration.
7. Creating high quality documentation which meets the needs and expectation of stakeholders and maintains standard QA and test documents.
8. Participation in everyday **Agile - Scrum** along with other team members including

Developers, Architects, BA and Technical lead.

1. Testing Email Triggers, Validations, Requirement related.
2. Working Closely with Development Team to get every bug fixes and analyzing the root causes of that raised issue.
3. Maintaining an Excellent track of Requirement changes and Meetings held. Having a Keen record of changes happening in each sprint and ensuring its performance after deployment.
4. Performed Sanity and Smoke testing along with Business Analysts and Product Managers to figure out that the product is ready for vigorous testing.

Overall, a Well experienced approach in testing the Service Cloud Applications and Understanding how it is designed in terms of business and processes. Understanding Entire Cycle happens in Salesforce for a Customer in Technical aspects and Business Aspects.

**PERSONAL DETAILS**

Date of Birth : 10-03-1990

Languages Known : English, Hindi and Tamil

Work Experience : 4+ Years (Relevant Testing Experience)

Contact No. : +91- 8489767107.

DECLARATION

I hereby affirm that the information in this document is accurate and true to the best of my knowledge.

Place: Chennai **Mohan Raj S**

Date: