**Meghana**

**Salesforce Tester**

**Certified Salesforce Developer/Admin**

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**PROFESSIONAL SUMMARY:**

* Around **Six** years of IT experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, development, enhancements, testing, and maintenance of Multi-tier, web-based, and portal based object oriented enterprise applications.
* Hands on experience in **OWD, Roles, Profiles.**
* Also worked on **workflow rules, assignment rules and validation rules**.
* Developed VF pages by writing **APEX classes using triggers.**
* Experience in Ability to conduct **manual testing efforts**
* Experience **in Regression Testing, Functional Testing, and Unit testing.**
* Designed test plans, scenarios, scripts or procedures
* Developed **testing programs** that addresses areas such as database impacts, software scenarios, or usability.
* Experience in **JIRA, Azure VSTS** project management tool.
* Document software defects, using a bug tracking system, and report defects to software developers
* Certified Developer and Administrator
* Experience in strong communication skills and documentation skills
* Experience in Strong attention to detail.
* Identify, analyze and document problems with program function, output, online screen or content
* Monitor bug resolution efforts and track successes
* Create or maintain databases of known test defects
* Plan test schedules or strategies in accordance with project scope or delivery dates

**TECHNICAL SKILLS:**

HP Quality Center; HPE Unified Functional Testing (UFT); HP Unified Functional Testing; Selenium Suite; Agile; SoapUI; SOA Test 9.2; Java; C/C++; VBScript; SQL; .NET; XML, HP ALM, Caliber, Provisioning tools: CORE, EFLOW, LIMS, Oracle client 11.2g, SQL developer, Windows/Linux OS

**PROFESSIONAL EXPERIENCE:**

**Advance Auto Parts, Roanoke, VA Jan 2019-Present**

**Role:** Salesforce QA Analyst

**Project Name:** Commercial Systems**.**

**Description**: AAP CRM is the primary mechanism to build knowledge around our customers to drive an improved customer experience. AAP needs to leverage the capability available in our CRM Tool, Salesforce.com, to automate multiple manual processes and increase sales team customer facing time and improve the customer experience– sequencing prioritized by field sales team as the voice of the customer and cost/benefit – the organization of the project is architected using an Agile Scrum Team. This is an enterprise effort with deep connections to all customer touch points.

**Responsibilities:**

* Perform quality assurance activities for Retail Systems in eCommerce, POS, and Supply Chain for Auto Industry domain, the team of 15-20 and releases every 3 weeks.
* Extensive experience in handling projects in the areas of Functional, Integration and Regression in Agile Model.
* Strong testing skills in Salesforce1 Mobile App, Salesforce standard object, custom objects, page layouts, Reports and various other components as per application requirements.
* Analyze the business requirements, business rules, system requirements and provided the feedback to business analyst about the requirements.
* Participated in Requirement gathering, requirement analysis and design review meetings.
* Involve and support system requirement test team and helps the SFA team formulate effective test scripts for evaluating functional requirements and system integration issues.
* Involved in preparation of Test Plan, Test Strategy, High level Scenarios, test cases and test scripts.
* Involved in Testing/Execution of the Test cases in Salesforce application.
* Experience in testing the Inbound Emails as converting as Cases.
* Wrote SQL Queries to compare source to target data.
* Experience in ETL Testing validating data between source and target databases.
* Involved in kick-off meeting, daily status, triage meetings and weekly status, gaining the approvals from the business users.
* Experience in testing configuration and customization like fields, page layouts, Users and role hierarchy.
* Monitored the defect tracking log in SharePoint, maintained the test cases, defects in Jira. Had meetings with IT (developers), explain the defect in detail and re-create the defect in Test environment which helps to resolve the defect at the earliest.
* Perform end to end testing in the Salesforce Service Cloud environment including cross-system integrations across multiple workstreams.
* Experience using Microsoft Test Manager for Test Management
* Experience working on Soap UI for both Rest service and Web Service testing

**Environment**: Salesforce (SFDC) CRM, Salesforce1, HTML, MS-Office Suite, Jira, PL SQL, Test Director.

**Cisco Systems, SanJose, CA Feb 2018- Dec 2018**

Role: Salesforce System Tester/ Analyst

**Project Name:** CCCM(Cisco Cloud Collaboration Management)

**Description:** CCCM is collaborated SFDC platform for multiple Cisco Case Management processes across the organization. The primaries are Cisco WebEx Support and Cisco Product Subscription processes. The application has various service cloud capabilities like communities, console and knowledge base for effective case management process.

**Responsibilities:**

* Defined end to end testing process and methods in Salesforce environment including cross system integrations across multiple work streams.
* Solid understanding of quality assurance and software development life cycles( Manual Testing)
* Experience in regression testing process and framework, including UI, back end, Salesforce components and integrations.
* Coordinated with software developers and business analysis to discuss QA concerns.
* Coordinated application load and performance testing across testers and Salesforce team.
* Experience in SQL Queries from the scratch.
* Experience in ETL Testing validating data between source and target databases.
* Evaluated new software applications and met with developers to address any defects.
* Developed test plans and test case documents.
* Took a proactive approach to improving test coverage and quality control efficiency.
* Participated in regular QA meetings and Good understanding on load runner.
* Supported project End to End implementation.
* Implemented Service cloud console for case management process.
* Implemented multiple case creation processes through email-to-case, customer communities, sites and integration.
* Created many email templates and work flows to send the emails to customers using emails alert action.

**Environment**: Salesforce (SFDC) CRM, Salesforce1, HTML, MS-Office Suite, Jira, PL SQL, Test Director.

**GECIO Insurance, Chevy Chase, MD** **Mar 2016- Feb 2018**

**Role: Salesforce Tester**

**Description:** Government Employees Insurance Company **(GEICO)** is an American [auto insurance](https://en.wikipedia.org/wiki/Vehicle_insurance) company headquartered in [Chevy Chase, Maryland](https://en.wikipedia.org/wiki/Chevy_Chase,_Maryland). GEICO has grown to provide insurance to a wide range of customers, whether they're employed by Uncle Sam or the private sector.

**Responsibilities:**

* Performed **tests in adherence to organization’s testing methodology and processes**.
* Experience in using meta-data migration tools like **Data Wizard, Data Loader and Jitterbit.**
* Designed **test plans, scenarios, scripts or procedures**
* Create level of effort (LOE) and duration estimates for own assigned work and review the LOEs of other test engineers. Proactively manage activities to meet those expectations.
* Identified Test Cases; participated in test case review/discussions;
* Strong Experience in **user story mapping, project walk-throughs, sprint planning and estimation**.
* Prepared **Testing artifacts as needed, such as Test Plan, Test Strategy, RTM’s, etc.**
* Strong Experience in communicating complex technical concepts effectively and in terms that can be understood by all parties involved.
* Worked on **JIRA** tool.
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* Defined **lookup and master-detail relationships on the objects** and created junction objects to establish connectivity among objects.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.

**JDRF, New York City, NY Jan 2015- Mar 2016**

**Role:** **Salesforce Tester**

**Description**: **JDRF** is the leading global organization funding type 1 diabetes (T1D) research. Its strength lies in our exclusive focus and singular influence on the worldwide effort to end T1D.

**Responsibilities:**

* **Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization.**
* **Involved in finding the gaps of the requirements and acting as the Scrum master for all the Sprints.**
* **Preparing Test Strategy and Test Plan for all the applications.**
* **Designed Test Plans, Test cases.**
* **Experience in sharing rules, profile and role hierarchy.**
* **Created various user stories and Strong experience in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data.**
* **Defined requirements in Quality Center and mapped with the respective test cases for traceability.**
* **Designed the Test Strategy, Test Plan, Test cases, created RTM, Test Results documents and Verified that for rejected data proper error logs are generated with all details**
* **Experienced with automated testing for web applications with dynamic UI**
* **Strong automation skills using QTP or UFT/ALM**
* **Strong automation skills using Selenium Web driver**
* **Experience in Selenium Java**
* **Strong experience in using Jitter bit.**
* **Experience with GIT, SVN.**
* **Hands on experience with Jenkins, or other CI tools**
* **Experience in HTML, XML, and SQL**
* Worked on Apex Classes, Triggers and Visualforce Pages.

**Info Tech PVT LTD – Hyderabad, India Jan-2014- August 2015 Role: Salesforce Tester**

**Responsibilities:**

* Involved in different phases of Project Life Cycle and Documentation.
* Written the test cases in Quality center as per the business requirements diagram.
* Involved in writing and execution of the various test cases and test scripts created for different test scenarios.
* Imported requirements, test scenarios and test cases from MS Excel/ MS Word to HP ALM 11.00
* Logged in to defects in HP ALM 11.0, tracked defects and created standard defect reports for higher management.
* Performed manual testing for checking Functionality during the various phases of the development of the application.
* Submitted and validated claims with ICD 9 & ICD 10 codes.
* Tested various Web Services using the SOAP UI.
* Performed Regression testing on Production environment before Mobile website is Redirected.
* Wrote SQL queries to insert and retrieve test data from database in a test script while running test cases.
* Documented the test scripts and generated the reports in Quality Center.
* Involved in User Acceptance Testing (UAT).