

Abhijeet Mane

Salesforce Certified Administrator / QA

Contact: +91-9049178606

Email: Abhijeetmane143@gmail.com

LinkedIn Profile: <https://www.linkedin.com/in/abhijeet-mane-141343137/>

Certifications:

1. Certified Salesforce Associate.
2. Certified Salesforce Administrator
3. Certified Salesforce Advanced Administrator
4. Certified Sales Cloud Consultant.
5. Certified Manual Tester/QA.
6. Certified **Salesforce CPQ** from iLearnings.

Education:

BCA - Pratibha College of CCS (2013),
Pune University.

MCA - ATSS IICMR, Nigdi (2016), Pune
University.

Professional Experience:

A competent and result oriented professional having 5 Years of overall experience
In Salesforce Admin and Salesforce QA.

Profile:

- Involved in design and development of Salesforce based applications.
- Independently worked and developed long term relationships with the clients.
- Closely worked over Individual object, custom label and custom settings.
-

Sr. Process Specialist

Dec 2017- June 2022

Cognizant Technology Solutions Pvt. Ltd, Pune.

Responsibilities:

- Manage ongoing support request and administrative needs of customers.
- Create Profiles, Roles, Implement Record-Level and Field-Level security and configure sharing settings.
- Develop and Customize Salesforce Application, Standard and Custom objects, Workflows, Validationrules, process builder, Page layouts based on the user needs.
- Work on data management- import, export, update and delete data using Data Loader.
- Create and manage report and custom Reports based on business need and associated them toDashboard.
- Troubleshooting any type of issues (sharing settings, reporting, configuration etc.) faced by customers insales & service cloud.
- Maintain Users: License management, Troubleshoot common user access & Visibility issue.
- Worked over the live issue and also providing support to the users.
- Closely worked with Clients Business Team to gather the requirements and provide them feasible solution of those.

- Experience in preparing Test Cases/Test Plans, QA Checklist and Test Strategy documents.
- Proficient in conducting Integration and System testing of web and windows-based applications.
- Through hands on experience with all levels of testing including Sanity, Usability, Functional, Integration, Regression, Re-testing and User Acceptance Testing.
- Good experience in analyzing changes and identifying areas of the application to be regression tested.
- Ability to work independently as well as a team member on group projects.
- Validated Data security and Sharing rules in Salesforce. Tested Users. Profiles, Role hierarchies and Permission sets as per user profile and Public group.
- Validated hundreds of reports and tested dashboard bases on roles and role hierarchies.
- Tested salesforce standard objects (Campaign, Accounts, Contacts, Opportunity) and custom objects, page layouts/fields validations and its access to the user based on defined profile.
- Validated workflow rules, approval processes and validation rules.
- Prepare documentations like Testing Progress, Test coverage and providing status to various stake holders.

TECHNICAL SKILLS:

Force.com	: Salesforce CRM, Data Loader, Workflows and Approvals, Case management Automation, Implementation & Impact Analysis.
Salesforce Tools	: Data Loader.
Testing Skills	: Unit Testing, System Testing, UAT Testing, Regression Testing Integration Testing, Re-testing, Functional, Usability Testing and Excel summaries of the testing and development progress,
Other Tools	: JIRA

SKILLS:

- Salesforce Administration
- Hands-on Experience of working in multiple Productions Environments to troubleshoot issues or implement new functionality.
- Critical thinking abilities to understand business needs and solve problems.
- Experience to work in both Lightning and Classic experience.
- Maintain Users: License management, Troubleshoot common user access & Visibility issue on certain date.
- Analyze Security Requirements: Organized Profiles, Role Hierarchy, Permission sets, OWD and Sharing Rules to apply appropriate security controls.
- Data Management: Analyze best tool for data import, update, export, deletion, Analyzed & implemented best practices for improving & enriching data quality clean duplicate data using
- Create Validation Rules to ensure Data quality and integrity.
- Process Automations: Automated process using declarative tools like Workflows, Process Builder, and Formulas thus reducing significant manual effort across all our internal teams.
- Analytics: Creating and maintaining reports and dashboards.
- Have basic Knowledge of **CPQ**- Salesforce quote to cash functionality to design quotes.

- Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication OOPs concepts and Problem-solving skills.
- Understanding requirement from user stories and identifying Use cases and test scenarios.
- Performed Functional testing, Integration testing, Smoke testing, Sanity testing and Regression testing.
- Defect /status reporting and follow up with development team for the defects and query resolution.
- Involved in Client calls for requirement analysis, test execution status and defect triages.

Process Executive
July 2017 – Dec 2017
Vodafone.India.PVT.LTD, Pune.

Responsibilities:

- Handled Technical queries and provided on-time support.

Declaration

I hereby declare that the above mentioned details are true to the best of my knowledge.

Place : Pune

Date :

SIGNATURE: Abhijeet Mane
