# Priti Yadeo (Saha)

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## Software Test Engineer/Consultant

*Testing Engineer with full system development lifecycle experience, including designing, developing and implementing test processes fuelling swift corrective actions and significant cost savings; targeting assignments in Salesforce implementation testing and Automation Testing*

## PROFILE SUMMARY

- Salesforce ADM 201 professional with nearly 9 years of experience in Automation and Functional Testing
- Proficient in developing automation framework and maintaining scripts in UFT for projects across domains & technologies; Independently wrote and updated automation scripts utilizing Unified Functional Testing (UFT)
- Developed and executed test plans, test scenarios and test cases for all software products tested by Software Quality Assurance (SQA); served as a team lead as needed
- Strong testing skills in Salesforce Lightning and Classic UI, Salesforce standard object, custom objects, custom fields, page layouts, custom Tabs, Reports and various other components as per application requirements.
- Extensive experience in handling projects in the areas of Functional, Integration, Regression and Acceptance Testing in Agile and Waterfall models
- Experienced in Salesforce CRM platform as Salesforce Tester and QA analyst; worked on Salesforce lightning (and classic) version on Sales, service and marketing clouds
- Expert in analyzing Business requirements Documents (BRD), Functional specification Documents (FSD), Gap analysis.
- In-depth knowledge of database concepts like RDBMS, SQL, PL/SQL, Sybase and Oracle
- Hands on exposure in tools like ALM, JIRA, SQL server 2008
- Onsite test coordination experience of 6 months at client's site in United Kingdom

## CORE COMPETENCIES

| | | |
|---|---|---|
| Salesforce Application Testing | UFT Automation Testing | Functional and Database Testing |
| Agile Methodology | Test Planning & Documentation | Test Estimation & Metrics |
| Test coordination & execution | Defect Reporting & Analysis | Software Quality Assurance |

## TECHNICAL SKILLS

- Automation Test Tools:          UFT 14.53
- CRM Solutions:                Salesforce.com (Salesforce lightning and Classic)
- Database:                SQL Server (2008)
- Query Language:            T-SQL, SQL
- Test & Defect Management Tools:   HP ALM, JIRA, JIRA X-Ray
- Languages:                VB Script, VBA Macros, Java
- Domain Understanding:         CRM, Wealth Management System

## CERTIFICATIONS

- Salesforce ADM 201
- Automation Anywhere Certified Advanced RPA Professional (V11.0)

## ORGANISATIONAL EXPERIENCE

**Capgemini Technology Services, Mumbai as Consultant**                     **Since Dec'17**
**Syntel Ltd., Mumbai as Senior Testing Engineer**                      **Jun'12 – Nov'17**

**Key Result Areas:**
- Mapping client's requirements and leading development & implementation of test solutions for timely project releases
- Working as a test coordinator which comprises following activities:
    o   Test planning
    o   coordinating SIT (System Integration Testing)
    o   Conducting UAT with business users
    o   taking care of automation of regression and sanity testing
- Identifying suitable Test Automation Tool, designing automation scripts for POC, providing value-add to clients, sharing the benefit of test automation for multiple projects and supporting the team members for test automation
- Assisting in setting-up of Automation Environment; preparing & executing Automated Script
- Setting up test environments, developing test strategy, test plan, test cases, test suits, scenarios, test data & requirement traceability matrix

- Coordinating with the salesforce architects for designing the application using the salesforce portal, performing functional testing of sales cloud/marketing cloud
- Interfacing with business users for UAT & obtaining approvals, preparing test scenarios
- Leading the software quality process involving review of product functions, test specifications & documentation, defect prevention, debugging & resolution of issues
- Managing defect life cycle including defect creation, defect tracking and root cause analysis of defects
- Creating Quality Assurance documents like traceability matrix, defect trend charts and metric reports
- Working with onsite & offshore resources, imparting practical training to new team members.
- Setting performance expectations including KPIs & assessment criteria.
- Identifying underperforming resources and providing feedback to them, delivering team training sessions
- Publishing reports based on Test Findings/ Test Status for tracking & communicating test plans, test results & unresolved problems
- Coordinating on-site & offsite tasks in a project and preparing Test, Risk & Change Control Plans and SOPs for Testing

**Highlights:**
- Received  Star Award for Q3 & Q4 of year 2020
- Bagged Knockdown the Lockdown Award for extraordinary work

## ACADEMIC DETAILS

- MCA from G.H. Raisoni College of Engineering (R.T.M Nagpur University) with 69.46% in 2011

## PERSONAL DETAILS

- Date of Birth: 9th April 1987
- Languages Known: English, Hindi, Bengali & Marathi

**Refer to Annexure for Major Projects**

**Annexure**

## Since Dec'17: Capgemini Technology Services as Consultant

**Client:**          Canon
**Project Name:**    Canon Digital Cloud – Salesforce
**Technologies:**    Salesforce Classic and Lightning, UFT 14.0, JIRA, JIRA X-Ray, ALM

**Description**: Canon Digital cloud is integrated system of both sales and service cloud. The Sales cloud project is using various sales features like Kimble, Survey, CPQ, Eloqua, Partner communities, Customer communities of Salesforce.

**Key Result Areas:**
- Designed, developed, and maintained Automated Framework using UFT for end to end Regression testing for Salesforce
- Co-coordinating Functional test team and UAT team for Salesforce implementation testing
- Performed functional testing for both Sales and service cloud feature of salesforce
- Participated in all phases of the software test life cycle, including Test planning, execution, status tracking/ reporting and release signoffs
- Validated Data security and Sharing rules in Salesforce. Tested Users, Profiles, Role hierarchies and Permission sets as peruse profile and Public group
- 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
- Used Data Loader to 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
- Tested lookup and master- detail relationships on the objects and created junction objects to establish connectivity among objects
- Conducted Test implementation of various vital features of Salesforce like user communities, case management, Omni channel, Chat integration, Talk desk, Chatter
- Implemented X-Ray (Add on of JIRA) as a test management solution. Groomed multiple teams with its knowledge transition and implementation
- Took active part in analyzing requirements discovery calls and provided input as and when required
- Migration of test cases from ALM to X-Ray

## Jun'12 – Nov'17: Syntel Ltd., as Senior Testing Engineer

**Client:**          IFDS Group - Investor & Policyholder Administration
**Project Name:**    Wealth Management Solution Testing
**Technologies:**    Hp ALM, Sql Server 2008, UFT 12.5, Selenium Web Driver with Java
**Duration:**        Jun'14 – Nov'17

**Description:** Testing application was a fully integrated Wealth Management solution that delivers comprehensive investment functionality for today's investors—all from one system. This allows providers to eliminate numerous single purpose systems that require costly integration, ongoing remediation and maintenance.

**Key Result Areas:**
- Maintained and executed UFT 12.5 Automated Regressions suit while performing functional testing of the product using black box testing
- Designed, developed, and maintained automated test suit for sanity testing and smoke testing using Selenium Web Driver with Java
- Contributed efforts in coordinating functional test team through all phases of testing life cycle.
- Led defect analysis team to analyze defect across all the modules to identify the most affected area and generate reports on ALM
- Created Heat map for defect vs. test case vs. functionality to understand and present client the defect impacted functionality for all modules.
- Provided Data Mining support for functional testing using SQL Server 2008
- Worked in Onsite (United Kingdom) for 6 months as a coordinator and Automation Test Engineer

**Client:**           Moody's Investors Service
**Period**:           Jun'12 – May'14
**Project Name:**     Investor service Billing System
**Technologies:**     SQL, SyBase, Rapid SQL Embarcadero, UFT 12.5

**Description:** Testing application is the Billing system of Moody's. This application is based on client Server architecture. Used SQL queries on Sybase database in functional testing of application

**Key Result Areas:**

- Developed, maintained, and executed Automated test suit for Sanity testing in UFT 12.5
- Working on client server environment and Phoenix billing engine architecture
- Used SQL queries (for e.g. 'select', 'update', 'delete', 'insert') on Sybase database in functional testing of application
- Maintained documentation of test plans for new enhancements and test procedures to track the defects for Functional and Regression testing
- Reviewed Functional Test cases, Regression test cases prepared by the team (peer-review)

**Project Name:** Public Sovereign Scorecard, Public Surveillance
**Technologies:** VBA Macros, SyBase, MS Excel

**Description**: These are web-based applications to generate Sovereign Scorecard for Public groups and analysts. In this application large amount of data needs to be verified from database and MS Excel sheets. Used VBA Macros to verify the data

**Project Name:** PFG M&E Applications
**Technologies:** HP UFT12.5, ALM, MS Excel, SyBase
**Description:** In M&E there were 5 applications for which enhancement and Maintenance testing is performed.

**Key Result Areas:**

- Understood business requirements and design test cases for functional testing
- Considered all aspects of testing and design and execute test cases
- Created sheets using MS Excel and VBA macros to verify large data required in E2E testing.
- Received Client appreciation award for creating data verification sheet for Haver data flow in application.
- Performed functional testing of the product using black box testing.
- Released wise executed and maintained automated scripts in UFT 12.5 for Sanity and regression testing
- Prepared calculation verification sheet using MS excel and VBA macros for Score-card calculation application
- Verified test case created by team members