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 **K. Venkata** **Subramanyam**

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**Cell: +91- 8904893390 Email Id- subramanyam.4me@gmail.com**

**Job objective:**

In quest of middle level assignments in Software Testing, project execution & Quality Assurance with an organization of high repute, preferably in Bangalore

**Profile Summary**:

* An Astute professional with overall experience in software testing (Sales force Testing )
* Gained Significant exposure in Salesforce and Testing & SALESFORCE CERTIFIED ADMINSTRATOR ., (ADM 201 Certified )
* Deft in liaising with the clients through Teleconference / Net meeting / Web communicator for requirement gathering , system study & analysis
* Instrumental in ensuring identification of QA testing requirements and executing various software quality assurance activities for enhancing effectiveness of application
* Skilled in handling test environment setup and preparing project test plans , estimation & testcases,communication & problem solving skills

**Core Competencies:**

Software Testing Bug Reporting Quality Assurance

Requirement Gathering Client Servicing Application maintenance

Test case Review & Design

**Knowledge Purview**:

* Having **2.2** years of Experience on Sales force Testing
* Completed 5 Months of Sales force Training on (Sales cloud; Sales force lightning UI, Service cloud, Security & Access etc.)
* Manual testing of desktop & Web Based applications
* Different phases of testing such as Sanity , integration , system , functional , C2C , Regression , front end testing , Content full testing
* Status Reporting , Software Test Life cycle , Defect life cycle & Testing Methodologies
* Having skills on JIRA , TFS , WTT , Medusa Tool , ALM ,SharePoint , Confluence , One drive , Google drive ,Microsoft Teams, Azure etc.,

 **Technical Skills**

* Test Management Tools : Microsoft Test Manager, TFS
* Tools & Apps : JIRA, ALM , Asana ,Azure ,SharePoint
* Operating Systems : Windows
* Software methodologies : Agile , Iteration
* Sales force concepts : **Commerce cloud** , **marketing cloud** , **sales cloud** & **service cloud** , DMP ,Einstein Analytics , Sales force lightning , Reports & Dashboard , Custom & Standard Objects , Apps , Record types , data loader

 **Organizational Experience**

* Mind tree Ltd : June 2017 To Current
* Wipro Technologies : Sep 2012 To Sep 2016

 **Certifications**

* SALESFORCE CERTIFIED ADMINISTRATOR ., (ADM 201 Certified )

 **Educational Qualifications**

* Completed Bachelors in Computer Science from S.K University

 **Professional Experience - Mind tree Ltd**

**Project #1**

* **Project** : CS Onboarding
* **Client**  : Philips
* **Duration** : 12 months (current)
* **Team Size**  : 13
* **Technology** : Salesforce
* **Role** : SFDC Test Engineer
* **Description :** The Purpose of CS NAM project is to provide the functionality of the SFDC applications which is already live and available for global markets to North America market users. As part of this we would have to incorporate existing/new CS functionalities for North America market (NAM) users. We have to handle requests for both Global and NAM users

CS stands for **C**ustomer **S**ervice. The CS Onboarding project mainly deals with the solutions to Philips user’s .CS Onboarding basically has 2 parts to it, namely:

* Opportunity Generation analysis
* CS Nam

 CS Nam, further has a subproject named Philips rule Engine.

**Roles & Responsibility** :

* Loaded the data using data loader into Salesforce
* Had real-time experience on Role in hierarchy concept
* Had learning exposure on profiles , users
* Experienced on Salesforce standard objects i.e., Account , Opportunities
* Followed Scrum meetings & Sprint activities as part of project deliverables
* Meet the project deliverables and customer satisfaction

 **Project #2**

* **Project** : **New Market Rollout**
* **Client**  : Fontem Ventures
* **Duration** : 1 Year
* **Team Size**  : 15
* **Technology** : Salesforce
* **Role** : SFDC Test Engineer
* **Description :** Fontem Ventures (FV), has implemented SFCC and CRM applications across key geographies in a phased manner. As part of the overall roadmap for SFCC, FV is also planning to rollout the Salesforce Commerce Cloud to markets in near future and has requested Mindtree to provide the required services for market rollout – coordination, development, test support and transition to BAU Team .
* **Roles & Responsibility** :
* Experienced on E-commerce application
* Had a learning exposure on Service Cloud with EmailToCase , WebToCase
* Created an person account coming from commerce cloud and creating an lead through Newsletter subscription
* Created a profiles ,Assign roles & Territories
* Followed defect management life cycle while logging the defects into JIRA

 **Project #3**

* **Project** : **SITA CMS**
* **Client** : SITA
* **Duration**  : 4 Months
* **Team Size** : 14
* **Technology** : Salesforce
* **Role** : SFDC Test Engineer
* **Description**  **:** SITA enhanced their current Contract Management process (built on Seibel platform) by migrating it to Sales force Platform Implement the main business requirements of Contract Management into SITA Sales force platform and Migrate existing Contract data from existing C2C system in 2 phases to Sales force and Integrate the new platform with other IT systems in scope (BOSS, SharePoint for contract file storage)
* **Roles & Responsibility**:
* Had a flexible experience on lightning UI
* Had experience on writing the test scenarios
* Had experience on Creating the Test Cases from functional specifications Tested the Functionality as per the Test plan and respective Test Cases
* Followed the Iteration based model
* Achieved test execution productivity
* Followed the Defect life cycle management with the tools like JIRA.
* Performed functional testing, Regression, Retesting & Adhoc Testing

 **Professional Experience – Wipro Technology**

**Project #1:**

* Project : Microsoft App Compact
* Client : Microsoft
* Duration : 1 Year
* Team Size : 30
* Role : Test Engineer
* Description :Compact is a third layer where the project was verifying the compact layer, O. S, Devices, Apps, Games are testing. App Compact also called Appc where apps and O.S are testing on daily basis builds Even Packages are testing on monthly basis we used V-model in testing while package contains DLL n sys files. If any bugs miss in build developer will give fix in packages as a DLL so we used to test both packages n builds used Microsoft internal tools, Excel as Office Component.
* Roles & Responsibility **:**
* Got Learning exposure on Windows product
* Participated in the daily status meetings
* Good in problem solving and analytical skills
* Worked on daily basis where apps & games are tested
* Packages containing DLL n Sys files tested on monthly basis
* Used Microsoft Internal Tool named Medusa & WTT (Windows Test Technology)
* Using Visual studio for Updating the bugs
* Exposure to multimedia applications involving video, audio preferably in Display And Camera testing

**Project #2:**

* Project : Tools Ho Mit
* Client : Wipro
* Duration : 1 Year
* Team Size : 12
* Role : ­­­­­­­­­­­­­­­­­­ Test Engineer

* Description  **:** E-helpline Version 3.0 is aligned with all the key process of ITIL. It provides the Power of a Single console to support and manage through multi-channel communication. It provides An extensive, Searchable knowledge data base. The ITIL processes within IT Service Management (ITSM) ensure that IT Services are provided in a focused, client-friendly and cost-optimized manner. With their help, IT Services Are clearly defined, success can be measured with regards to the service Provision and targeted Improvement measures can be introduced where necessary.
* Roles & Responsibility :
* Analyze the project requirement
* Assisting in writing test plan
* Preparing or Updating the Test Cases
* Prepare the test setup/environment and deploy the build in the required set
* Execute the test cases and performing different types of testing Interact with dependent teams
* Ensuring on time delivery of all deliverables

**DECLARATION:**

**I hereby declare that all the information mentioned above is true to the best of my knowledge.**

  **(Subramanyam)**