**Salesforce (SFDC) QA**

**Isha Sachdeva**

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 **Objective**

Actively Seeking opportunity in an organization where I would be able to enhance and utilize my professional skills while being resourceful and innovative.

**Professional Summary**

6+ years of experience as Senior Quality Analyst with an experience in Salesforce technology having hands-on on various projects.

Currently working as a Sr. Salesforce (SFDC) consultant at Silverline CRM.

Designing the automation scripts to enable the team to eliminate manual regression testing, catch high priority defects early in the development process, and have empowered the team to do frequent releases with stringent timelines with zero defect delivery.

Conceptually strong with an innovative and analytics approach to work with an eye for detail.

Proficient as functional tester in SFDC salesforce with strong Quality Analyst skills, well equipped in requirement analyzing and building up of Testing scope along with risk identification & mitigation skills. Highly motivated, positive and goal oriented.

Holding broad-based domain knowledge in Insurance, Health and Sales & Product deliverable using salesforce SFDC CRM, Financial force PSA Module, CPQ and NetSuite thereby providing the best suitable test strategies as per functional requirements.

**Testing Skills**

* Participated in understanding business requirements, identifying solutions and communicating risk.
* Translating requirements and planning of functional test cases and scenarios.
* Map all the requirements with test scenarios and to maintain traceability metrics for the coverage of design requirements.
* Extensive experience of SDLC testing approach (waterfall model and Agile methodology) including system regression, hotfixes, handling UAT, production environment smoke testing and reporting the bugs using HP ALM /JIRA.
* Dealing with client calls, bridge calls, scrum calls during deployment activities efficiently.
* Well experience in E2E Test Strategy, Creating & Implementing Test Plans, Test Approach Documents and User Acceptance activities.
* Frequently review automation results, report bugs found by automation, and update the tests to keep them stable and reliable.
* Create, organize, and maintain test plans, test suites, and test cases based on project requirements and acceptance criteria, and to identify and prioritize manual test cases for automation.
* Provided hyper care support to end users during system migration from one platform to another
* Exhibited Desktop based Application and Web based Application.
* Good Knowledge and experience of salesforce CPQ flow, Financial Force PSA Module and Insurance system (Life, Health, Motor and others) functionality.
* Handle huge regression scope through TOSCA automation tool and selenium.
* Experience in preparing excellent documentation on business requirements and test strategies.
* Currently performing a role of Functional lead, by handling functional team and also doing hands on automation Scripts

 **Technical Skills**

* Languages : Java, SQL,SOQL,
* Scripting Language : HTML
* Operating System : Windows, UNIX
* Database : Force.com
* Others : Data loader, Quality Center, TOSCA, Selenium, SFDC , Prover tool, Jenkins

 **Testing tools & Proficiency**

|  |  |
| --- | --- |
| HP Quality Center/HP ALM and HP Demand  | Intermediate |
| Tricentis TOSCA  | Novice |
| DB Visualizer  | Intermediate |
| Selenium | Intermediate |
| JIRA | Proficient  |

 **Certifications & Trainings**

* ISTQB (International Software Testing Qualification Board) Foundation level certified
* Salesforce Administrator ADM201
* Vlocity Platform Consultant
* HP ALM Certification
* Tridents TOSCA TCP 9.0
* ABS Insurance Application L1 Certification
* Completed 2 months of exhaustive Green Field training at Accenture in Testing Domain, learning the overall Application development cycle & Unit, Assembly, System Integration, User Acceptance testing.

 **Work Experience :**

**Company: Silverline CRM Pvt. Ltd**

Client: **Abbott**

**Description:** Abbott Laboratories is a U.S. health care company. It is well-known for its medical devices and nutritional products. ... Its best-selling products are its cardiovascular and neuromodulation products, followed by nutritionals, diagnostics and pharmaceutical drugs.

Project Name: **Project- Abbott (Healthcare client)**

Line of Business**: Healthcare Services**

Technology: **Salesforce (SFDC)**

Duration: June 2020 – Till date

**Role:** worked as a Senior Testing Analyst

**Company: Accenture Services Pvt. Ltd**

Client: **Splunk**

**Description:** Splunk aims to make machine data accessible across an organization and identifies data patterns, provides metrics, diagnoses problems and provides intelligence for business operation. Accenture’s team has focused on streamlining sales and service operations for Splunk where CRM is managed through SFDC and ERP through NetSuite and Integration handled by MuleSoft integration tool. The project currently has more than 35 Accenture FTEs.

Project Name: **Financial Force Professional Services Agreement (FF PSA)**

Line of Business**: Professional Services**

Technology: **Salesforce (SFDC)**

Duration: April 2017 – June 2020

**Role:** worked as a Senior Testing Analyst

* Handling Team of 9Resources and Acting as SMEof Module.
* Resource Planning; Test Planning & Requirement Review.
* Scope finalization and reviewing with Client Project Owner.
* Productivity Analysis & Optimization Tasks.
* Attending SCRUM calls on daily basis to maintain the transparency in work and to get the daily update from multiple remote location development teams and Product Owner.
* Driving QA Activities – Peer Reviews, QA checklists, Review Reports.
* Organizing & providing KT’s to team members as well as other cross functional modules to shield as backup resource as mitigation.
* Progress tracking of daily Testing activities throughout the Release & Reporting to Release Manager & taking appropriate corrective actions to ensure on time delivery without compromise on Quality.
* Risk Identification, reporting & mitigation.
* Managing New Functionality, User acceptance and Smoke Test Activities.
* Defect Management – Logging and follow up to closure using JIRA, providing RCA & Production Defect analysis.
* Supporting L1 & L2 team in addressing critical incidents on time and providing solutions for same.

Client: **General Electronics**

**Description:**

Project Name**: GE HealthCares**

GE Healthcare is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [conglomerate](https://en.wikipedia.org/wiki/Conglomerate_%28company%29) incorporated in [New York](https://en.wikipedia.org/wiki/New_York_%28state%29) and headquartered in [Chicago, Illinois](https://en.wikipedia.org/wiki/Chicago%2C_Illinois). Further, it develops [healthcare technological solutions](https://en.wikipedia.org/wiki/Health_technology) for medical imaging and [information technologies](https://en.wikipedia.org/wiki/Information_technologies), [medical diagnostics](https://en.wikipedia.org/wiki/Medical_diagnostics), [patient monitoring systems](https://en.wikipedia.org/wiki/Remote_patient_monitoring), disease research, [drug discovery](https://en.wikipedia.org/wiki/Drug_discovery), and [biopharmaceutical manufacturing](https://en.wikipedia.org/wiki/Biopharmaceutical).

Line of Business**: Health and Care products**

Duration**: October 2016 – March 2017**

Technology: **Salesforce (SFDC)**

**Role:** worked as a Testing Analyst

* Acted as only the QA resource to lead a Module at offshore.
* Resource Planning; Test Planning & Requirement Review.
* Scope finalization and reviewing with Client Project Owner.
* Productivity Analysis & Optimization Tasks.
* Attending SCRUM calls on daily basis to maintain the transparency in work and to get the daily update from multiple remote location development teams and Product Owner.
* Driving QA Activities – Peer Reviews, QA checklists, Review Reports.
* Organizing & providing KT’s to team members as well as other cross functional modules to shield as backup resource as mitigation.

Client: **Allianz Leading Insurance Firm**

**Description:** Allianz Insurance is one of the largest general insurers in the UK and part of the Allianz SE Group, the largest property and casualty insurer in the world.

Allianz offers commercial insurance with a full range of products for sole traders, right up to large commercial organizations. Allianz also provides car and home insurance available through a broker network, as well as pet, musical insurance and legal protection distributed through partners.

Project Name: **ADAG Multi-Sourcing**

Line ofBusiness: **Insurance**

Technology: **Salesforce (SFDC)**

Duration: December 2014 – September 2016

**Role:** Testing Analyst

* Handling Team of 6 Resources.
* Resource Planning; Test Planning & Requirement Review.
* Scope finalization with consultation to Test Manager & Client Project Lead.
* Productivity Analysis & Optimization Tasks.
* Driving QA Activities – Peer Reviews, QA checklists, Review Reports.
* Organizing & providing KT’s to team members as well as other cross functional modules.
* Progress tracking of daily Testing activities throughout the Release & Reporting to Release Manager & taking appropriate corrective actions to ensure on time delivery without compromise on Quality.
* Risk Identification, reporting & mitigation.
* Managing New Functionality, E2E (Regression), User acceptance and Smoke Test Activities.
* Defect Management – Logging, Follow up to closure, CAR Analysis & Production Defect analysis.
* Contribution to Manual Design/Execution using HP QC & Automation Execution using TOSCA.

 **Awards & Achievements**

* Consecutive CAPG (Consistently Above Peer Group) recipient, in performance rating given by Accenture.
* Winner of “Instant Karma” & “Star Performer” awards for excellent support for client.
* Accenture Tech star award for acting as Subject Mater Expert from technical as well as functional prospect.

 **Academic Profile**

* B.Tech (IT) SRM University : 7.632 CGPA

Chennai, India

* CBSE/12th Board

B.N.P.S Public School : 70.83%

Delhi, India

* CBSE/10th Board

D.A.V. Public School : 70.6%

Delhi, India

**Personal Details**

Name. : Isha Sachdeva

Date of Birth. : September 18, 1992

Gender. : Female

Marital Status : Married

Languages Known : English, Hindi