**JIJITH rADHAKRISHNAN**

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## **PROFILE SUMMARY**

* A driven IT professional with over 5+ years of experience in Salesforce Technology as a **Salesforce Tester (Lightning/Classic), Veeva CRM Tester, Marketing Cloud** **Tester, Adobe Campaign**.
* Proactive Team Player with fast learning curve with good interpersonal and communication skills, commitment, result oriented, zeal to learn new technologies and undertake challenging tasks.
* Very good at analyzing and quickly understanding the business part of the application.
* Have planned, created, and executed Regression and System Integration test cases, scenarios, process on various UI, End-to-End functional testcases & test cases library, defect management setup with Zephyr in JIRA.
* Have employed SFDC QA best practices, guidelines to improve system productivity, scaling and monitoring
* Have created functional flow documents, User guide documents for UAT and reports on daily, weekly, and other QA metrics
* Have Good communication skills and able to explain and present details/test results/status to both technical and business audiences.
* Working experience on core Agile environments.

## **AREAS WILLING TO WORK**

* Salesforce/Veeva Testing.
* Marketing Cloud Testing.
* API Testing with Postman.
* Database testing.
* Adobe Email Campaign Testing.

## **WORK EXPERIENCE**

 Nov 2015 to Present **Senior Analyst**, *Accenture Solutions Pvt Ltd, Bangalore*

## **TECHNICAL QUALIFICATIONS**

* **Skills:** Salesforce Testing, Veeva CRM, Salesforce, Functional/Manual Testing, System Integration Testing, ETL Testing and PL-SQL, API Testing using Postman, Adobe Campaign Email trigger testing.
* **Testing Methods:** Agile software development.
* **Testing Tools:** JIRA, Zephyr, Cucumber with Selenium.
* **Operating System:** Windows 10
* **Utilities:** MS Office, Apex data loader, JIRA.

## **PROFESSIONAL ACCOMPLISHMENT/ CERTIFICATION**

* Certified Salesforce.com Administrator (ADM 201)
* Agile Certified Professional (Accenture Internal)
* Trained in Dev-Ops and Design Thinking.

## **PROFESSIONAL EXPERIENCE**

 ***Accenture Solutions Private Limited (Nov 2015 - Till Date)***

* Associate Software Engineer (Nov 2015 - Nov 2016)
* Software Engineering Analyst (Nov 2016 - Jun 2019)
* Software Engineering Senior Analyst (Jun 2019 -Till Date)

### **PROJECT: SAP Concur**

 Title : SAP Concur

 Duration : April 2020 to Present

 Role : Test Lead/Salesforce Tester

**DESCRIPTION:**

SAP Concur (formerly Concur Technologies) is an American SaaS company, providing travel and expense management services to businesses. SAP Concur solutions connect all your expense, travel, and vendor invoice spending in one system, providing a single way to manage spending from end-to-end, gain greater visibility into transactions, improve compliance, and simplify the process for everyone.

##  **Responsibilities:**

* Lead the Testing team for two salesforce teams (Sales cloud/Service Cloud)
* Played Overall QA lead role in implementing the test strategy and process implementation

 in 4 different teams/Applications.

* Managed/mentored 2 Junior resources in this project by enabling them as salesforce testers

 by providing adequate training in SFDC testing.

* Trained and enabled the testing skills in developers to enhance their capacity on testing to

 meet the Agile way of working.

* Have performed requirement analysis, test planning, test cases/scenarios identification and wrote test cases related to various SFDC modules.
* Have executed regression and integration test cases, scenarios, process on various UI, backend, Salesforce components and proactively reported defects to the team.
* Have collaborated with other teams including Developers, Business Analyst, Project Managers on test case signoffs, execution, closure, reporting and integrations
* Have guided, instructed, and validated the work of other/junior testing analysts as part of total quality assurance.
* Have managed testing capacity as part of Agile scrum team and plan resources accordingly.

### **PROJECT: SEERA (Al Tayer Group)**

 Title : Sehati, Rehlati, Generic Backend

 Duration : October 2019 to March 2020

 Role : Test Lead/Salesforce Tester

**DESCRIPTION:**

The Seera Group, which is headquartered in Dubai, UAE is an full-service travel agency. Seera has various cloud-based applications for flights, hotel & rent a car booking for different sets of customers. Seera provides travel services to UAE government, Health care etc.

The purpose of the project is to, enhance the cloud-based applications with salesforce community portals delivering travel services to private & government sectors.

* Implement their application platforms with salesforce community.
* Reduce manual effort involved in gathering the necessary information from traveler.
* Generate E-tickets
* Lack of application integration to improve content

## **Responsibilities:**

* Played onshore Test Lead role and managed/mentored 4 Junior resources in this project.
* Develop, Manage and Execute test cases, test plans relating to different SFDC modules.
* Have performed gap analysis in the requirement phase that are critical pitfalls in design phase of software development life cycle.
* Have documented and communicated the status of testing progress against plans, taking corrective action as necessary.
* Have collaborated with automation testing team on elucidating the business scenarios and implement automated test cases.
* Have created various reports, test metrics document along with functional documents on Invoice module of the application.
* Have implemented best practices while testing SFDC modules
* Have communicated project-wide QA issues with stakeholders, developers, managers proactively.
* Played onshore functional point of contact for various applications like Rehlati, Sehati.
* Closely worked with SEERA product owner to understand the functional flows/ Requirements and deliver functional knowledge to QA team & Developers.

### **PROJECT: Amtrak**

 Title : Social Intranet

 Duration : Feb 2019 to October 2019

 Role : Test Lead/Salesforce Tester

**DESCRIPTION:**

The National Railroad Passenger Corporation, doing business as Amtrak is a passenger railroad service that provides medium and long-distance intercity service in the contiguous United States and to nine Canadian cities.

The purpose of the project is to, develop a user-friendly application that allows Amtrak Employees to easily create, edit and manage their department content, visible in Amtrak's corporate intranet community, to engage with their internal customers.

## **Responsibilities:**

* Lead the Testing team and managed/mentored 5 Junior resources in this project.
* Have written, managed, and executed test cases and scenarios that cover both sanity and

 in-depth testing.

* Have performed regression, system, Smoke testing and documented test results
* Have done gap-analysis and communicated the identified gaps to the client as early as

 possible.

* Have gathered, documented, and converting a variety of system, business, and data

 requirements into testing deliverables.

* Have communicated proactively QA issues with stakeholders, developers, managers
* Mentored the junior resources and given knowledge transfers on SFDC testing, functional flows, and business requirements
* Created user guide documents for end user to showcase the features of CMS editor application.

### **PROJECT: Radisson group of hotels**

 Title : Radisson Red Carpet

 Duration : Dec 2017 to Jan 2019

 Role : Test engineering Analyst

**DESCRIPTION:**

Radisson Hotels is an international hotel chain headquartered in the United States. A division of the Radisson Hotel Group, it operates the brands Radisson Blu, Radisson Red, Radisson Collection, Country Inn & Suites, and Park Inn by Radisson among others.

The purpose of the project is to, Radisson had disparate and non-scalable global processes that did not support Radisson’s growth targets. To fuel future growth and become more relevant to customers, Radisson needed to dramatically standardize, digitize, and automate their owner/franchisee and global sales engagement model.

## **Responsibilities:**

* Have managed/mentored 7 Junior resources in this project.
* Involved in setting the testcases library in JIRA with zephyr.
* Worked closely with business analysts & created End-to-End regression business scenarios.
* Recognized for delivering quality testing work products and identifying critical defects and

 functional gaps in the early phases of testing.

## **cONTRIBUTION sAVINGS & Major Defects/Issues worked on**

* Driven the selenium automation team for Radisson project by providing end to end functional knowledge to build in automation suite.
* Acted as a single point of contact and functional expert in the offshore team on resolving functional clarifications over 50 integrated SnapLogic pipelines with unique functionalities.
* Trained the team on understanding the functional knowledge on Teva applications like Teva websites, Service Cloud, Marketing Cloud, Veeva CRM which reduced functional gaps in understanding the client needs.
* Developed SnapLogic pipelines which helped the team to place a test file on a SFTP server.
* Driven the automation team for SAP Concur with Cucumber framework in selenium to automate the regression flows.

### **PROJECT: TEVA pharmaceutical**

 Title : iMCM

 Duration : Dec 2016 to Nov 2017

 Role : Test engineering Analyst

**DESCRIPTION:**

Teva Pharmaceutical Industries Ltd., also known as Teva Pharmaceuticals, is a global pharmaceutical company with headquarters in Petah Tikva, Israel. It specializes primarily in generic drugs.

The purpose of the project is to, Build Multichannel channel marketing project to provide a 360-degree view of all the applications of Teva pharmaceuticals and to integrate all platforms to keep the patient and healthcare professional data in sync across all channels.

## **Responsibilities:**

* Played a functional subject matter expert role in offshore team by providing functional clarifications on integrated applications which involved more than 50 integrations.
* Trained new resources in the project by providing functionality of each integration across different platforms of Teva.
* Have written, managed, and executed test cases integration test scenarios across multiple applications like Sales cloud, Marketing Cloud, Veeva CRM, Postgres DB, Splunk
* Played as PPA team lead and conducted team engaging activities.

### **PROJECT: ASTRAZENECA**

 Title : MCRM – Multiple Channel Customer Relationship Management

 Duration : Nov 2015 to Dec 2016

 Role : Test engineering Associate

**DESCRIPTION:**

AstraZeneca plc is a British–Swedish multinational pharmaceutical and biopharmaceutical company with its headquarters in Cambridge, England. AstraZeneca has a portfolio of products for major disease areas including cancer, cardiovascular, gastrointestinal, infection, respiratory and inflammation. A Multi-Channel Relationship Marketing based project which involved various technologies on meeting Patient and Health care professional master data management.

## **Responsibilities:**

* Developed test cases and prepared test data for testing integrated software applications.
* Quick learning about the functionality of the applications like Adobe despite being a new associate to the organization.
* Delivered quality work products with zero different in the User acceptance testing.
* Involved in email testing using Adobe integrated with salesforce for running digital campaigns on new drugs.
* Involved in data loading activities in Salesforce.
* Involved in integration testing of Veeva CRM with Amazon Redshift & S3.

## **APPRECIATIONS & RECOGNITIONS:**

* Had been to Dubai for the Seera project as onshore QA lead during the period of

 October2019 - March 2020.

* Received ‘Star of the month’ award twice from Accenture on July’2016 and November’2017

 for my outstanding contribution in Project.

* Received a Recognition from my ‘Manager’ twice under the category ‘Focuses on delivering

 excellence’ with the award worth of 50 performance points in December’2017 and

 Feb’2018 for the project delivery.

* Received a Recognition from my ‘Team Lead’ under the category ‘Develops self and others’

 with the award worth of 75 performance points in August ’2017 for helping the newcomers

 to understand the project application and for self-motivating them.

* Received the appreciation from the Onshore/offshore Leads for the 'Quality of Delivery' on

 the SnapLogic ETL testing on September 2017.

* Received APEX award under **'Extra-miler'** award category for my Delivery in the project on

 Feb ' 2021 from Manager ' Kalai'.

## **EDUCATIONAL QUALIFICATION**

2015 **Bachelor of Engineering** (Mechanical Engineering) with **CGPA 7.4**

*Kumaraguru College of Technology, Coimbatore – Affiliated to Anna University, Chennai*

2011 Higher Secondary with 82%

 *P.H.S.S school, Palakkad*

2009 Secondary School Leaving Certificate with 82%

 *Kendriya Vidyalaya ,Ottapalam*

## **PERSONAL INFORMATION:**

**DATE OF BIRTH :** 30-11-1992

**MARITAL STATUS :** Married

**LANGAUGE KNOWN :** English, Hindi,Malayalam,Tamil

**AGE :** 28

**SEX :** Male

**PERMANENT ADDRESS :** #,Indrapadam, Kanniyampuram(Post),Ottapalam,Palakkad(Dist.)

Kerala, 679104.

I do hereby confirm that the information furnished above is true to the best of my knowledge and belief.

Bangalore (Jijith Radhakrishnan)