

Geetha D R

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Profile Summary

Having 4.5 years of IT industry experience in **Salesforce CRM** and **Siebel CRM** application testing.

- 4.5 years of IT experience which includes almost 3 years of experience in **Salesforce CRM** as a Tester.
- Good experience on Salesforce application testing.
- Experienced in Salesforce Lightning testing.
- Have knowledge in **Sales cloud, Service cloud, Commerce cloud and Marketing cloud.**
- Have knowledge on Standard/custom objects and fields, Page layout, Record Types, Validation rules, Apps.
- Have knowledge on User, Roles, Profiles and Permission sets.
- Have knowledge on Journey Builder, Contact Builder, and Interaction studio.
- Have knowledge on Workbench and Data loader.
- Good experience in **AGILE** and standard software methodologies
- Good knowledge in **SDLC, STLC and BUG Life Cycle.**
- Having Good experience in interacting with PO, BA, Architects, and other team members in getting Requirement Clarifications, Business flows, Test Data etc. through emails, communicator calls.
- Involved in various testing as per assigned user stories like Functional Testing, Integration testing, Sanity Testing, Smoke Testing, UAT testing, Smoke, Regression Testing and End to End Testing.
- Experienced in analyzing Functional Specifications / Use cases, Preparing Test Scenarios, Creating Test Cases, and execution of Test Cases.
- Experienced in understanding manual test cases and executing.
- Experience in Analysis of Bug tracking, Prioritizing and Bug Reporting with **JIRA** and **ALM** defect management tool.
- Involved in Technical discussions, sharing and communicating the project related observations within team.
- Hands on experience in Telecom functionality using Siebel Application.
- Experience in API testing with SOAP.

Education

- Degree: B.E. (Electrical & Electronics Engineering) in 2017 from AIT Chikmagalore. (VTU Belagavi)

Technical Skills

- **Salesforce Testing: Sales, Service, Commerce and Marketing cloud.**
- Manual Testing
- Automation Testing: Cucumber, Accelq(Basic Knowledge)

Professional Summary

Accenture Present

Feb 2019 -

Project 1# : Bose-Salesforce MVP Launch

Environment : Salesforce (QA, Stage & Production)

Role : Salesforce Tester

Tools : Jira, Confluence.

Description : Bose Professional audio solutions help teams collaborate more effectively, moving beyond “good enough” audio and video so interactions are more natural, and people can hear more, see more, understand more, and work better.

Communication is one of the key measurement.

Responsibilities:

- By learning new features worked on Commerce cloud.
- Worked on Marketing cloud and Interaction Studio as well.
- In short span of time understood the concepts and workflow of Commerce cloud and completed all tasks within the timeline.
- Performed End to End Testing by validating all the application flows.
- Actively participated in Test scripts preparation.
- Took whole responsibilities on Analytics execution and completed successfully.
- To meet the deadline worked on weekends and did UAT Support.
- Gain knowledge on Service cloud by validating orders.
- Successfully completed End to End testing phase without any absence to work.

Project 2# : Boston Scientific

Environment : Salesforce (QA, Stage & Production)

Role : Salesforce Tester

Tools : Jira, Confluence, ACCELQ

Description : Boston Scientific cloud-based, data-driven digital health solution for hospitals and it is dedicated to transforming lives through innovative medical solutions that improve the health of patients around the world.

Patient Engagement is one of the key measurement.

Responsibilities:

- Active Participant in Sprint Planning, Sprint Review & Sprint Retrospective Meetings.
- Performed detailed test case design and executed tests.
- Communicated with clients and stakeholders to test for client requirements correctly.
- Analysed results and documented findings for presentation at project team meetings.
- Worked on Standard and Custom Objects/fields, Page layouts, Record types, Validations, Lead Conversion testing.
- Worked on Profiles and test Users.

Project 3# : Telia-Rodod B2B

Environment : QA, Stage.

Role : Functional Tester

Tools : ALM, Jira, Confluence, Siebel CRM

Description : Telia Company AB is a provider of mobile and broadband; and fixed services, including telephony, data, and TV services.

Responsibilities:

- Testing of mobile & fixed broadband using Siebel CRM, OSM and UIM applications, analyzing user stories and generating complex test scenarios, test execution and defect logging using JIRA and tracking them to closure.
- Additionally performed End-to-End testing.
- Quality work delivered in multiple releases with minimal defect leakage to Production, which was appreciated and praised by clients and leadership.