



# UPASNA KUNDRA

## Salesforce Tester



### PROFILE

Certified Salesforce Administrator Sales Cloud Consultant & Platform Developer having 6 years of I.T experience with 5 years of strong experience in SFDC as Consultant/Admin/Tester. Eager to manage and optimize the Salesforce Ecosystem to discover game-changing insights and Drive-Growth. Having Clear understanding on Sales Cloud, Service Cloud, CPQ, Marketing Cloud and Partner Community

### CONTACT

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### EDUCATION

Bachelor of Computer Applications (BCA) 2013-2016  
**Guru Gobind Singh Inderprastha University**

MTech (Software Engineering)  
2016-2020  
**BITS Pilani.**

### WORK EXPERIENCE

#### Senior Consultant

**EY (Ernst & Young)**

~ 02/2022 – present + Gurgaon, India

- Created Automation Scripts using Selenium with CBF framework for Salesforce CCPQ application (a Salesforce based Application) to client "Vmware"
- Stabilizing and running automation scripts
- Driving Regression testing using the Automation Scripts created
- Handled 2 projects by creating automation scripts for Regression E2E scenarios of the respective projects

#### Senior Test Engineer

**Wipro Limited**

~ 09/2020 –01/2022 + Bangalore, India

- Was working closely with Client("American Honda") team for capturing requirements
- Creation of Test Plans and Test Cases for the User Stories
- Done Functional Testing for Sales Cloud,Marketing Cloud & Partner community
- Created Automation Scripts using Selenium with Cucumber framework for nCino application (a Salesforce based Application)
- Given client demos at end of the sprint

#### Salesforce Administrator

## Wipro Limited

~ 08/2019 – 08/2020 + Bangalore, India

- Created users, roles, public groups, configure workflows and assignment rules for Client ("Canon")
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
- Customized Marketing application to create a web to lead forms, Campaign to lead forms, Web to Case, assigning tasks, and managing workflows.
- Involved in preparing Business Requirement Document and Functional Requirement Document.
- Redesign through customization and applications within salesforce.com, including the implementation of Solutions and Leads Training of salesforce.com globally for the Sales and Marketing Team

## Salesforce Tester/Admin

### Wipro Limited

~ 01/2018 – 08/2019 + Bangalore, India

- Worked with Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports & Dashboards For Client ("APS")
- Having experience in Flow Builder, Email alerts, Process Builder, App Exchange.
- Created and Customized Page Layouts for Standards & Custom Objects
- Involved in Data Migration, Data Import using Data Loader
- Hand skilled in Performance Testing using JMeter Tool
- Involved in API Testing for Sales cloud using Postman
- Validated hundreds of reports and tested Einstein dashboard bases on roles and role hierarchies.
- Created Detailed UAT Test Scenario's for Different Users in application
- Created Detailed Training Documents for the End Users, so that they will be able to get an idea on how to use Salesforce Features.

## AutomationTest Engineer

### Wipro Limited

~ 01/2017 – 12/2017 + Bangalore, India

- Used automation tool called "Selenium (JAVA)-BDD framework" for Client("Charles Schwab")
- Developing BDD test scripts in cucumber using selenium Web Driver (Using page object model) and integration tests.
- Tested and wrote queries on Salesforce CRM tools work flow to test the repeatable process to eliminate inefficiencies and enhance productivity
- Worked on CI/CD
- Have a good proficiency in BFSI Domain, JIRA Tool, AGILE and SCRUM methodology
- Worked with IBM Websphere Datapower SOA Appliance and was responsible for all the API Related validation for the Appliance using Postman
- Mitigate risks to Business through timely and precise execution of manual/automated test scripts under moderate

## **SKILLS**

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- Reports, Dashboards, OWD, Sharing Rules, Profiles Salesforce CRM, APEX, Triggers, Apex Classes, Controllers, Visual Force, Workflows & Approvals, SOQL, SOSL, WorkBench, JIRA
- Programming Language:- HTML, Visualforce, Core Java, Selenium
- Integration Tools:- Data Loader, Postman
- Testing :- JMeter, Selenium, Bamboo

## **CERTIFICATION**

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- Salesforce Certified Platform Developer I (SU21)
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Administrator (SU21)
- TOSCA Automation Specialist L1 & L2
- Salesforce Platform App Builder