**ANIL**

**SKILLS TOTAL EXPERIENCE : 6 Years**

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| --- | --- | --- |
| * Salesforce Admin | * Salesforce CPQ | * Apttus CPQ |
| * Salesforce CLM | * Opentext Exstream | * Mainframes |
| * Ondemand |  |  |

**PROFESSIONAL SUMMARY**

* A result-oriented and skilled software professional with 5.9 years of experience as Salesforce QA and Admin, Developer in Opentext Exstream (Dialogue) & Mainframe and basic knowledge of Oracle Documaker.
* Working experience in Banking Domain& Insurance Domain, Healthcare domain.
* Strong Technical skills in Salesforce Admin, Opentext Exstream Designer and Design Manager.
* Continues upgrading skills and increasing knowledge base to remain current in CRM and CCM Applications.
* Exposure of end to end development of product right from requirement analysis, designing, testing and coding for modules while structuring customized solutions to meet client’s specific needs.
* Completed training on Salesforce admin.
* Completed in Training CPQ and CLM.
* A good and versatile team member. Strong analytical, problem solving abilities, self-starter, and high-pressure motivated skills.
* Provided Knowledge Transfer sessions for new joiners in the project.
* Involved in participation of regular weekly project status meetings to discuss the risks involved in ongoing projects with Teammates and Team Lead.
* Good interpersonal skills, committed, result oriented, hard working with a quest and zeal to learn new technologies.

**EDUCATION**

* Bachelor of Technology- Electronics Communication **Mar’13**

**WORK EXPERIENCE**

**Salesforce QA | Administrator**

**Cloudely July ’21 - Present**

**Client: Parkhub**

**Role: Salesforce QA/Administrator**

* Attend the Discovery Meetings and participating in meetings with team members and customers, collaborating with developers and management teams.
* Works on security, user management tasks.
* Create complex workflow rules, approval process.
* Works on report.
* Altering the page layouts and establishing the new assignment rules.
* Adding new users, monitoring system permissions over users to restrict or provide data access, and changing the current accounts.
* Go through the technical specification, User specifications and project related documents.
* Estimate the testing hours as per user stories complexity which includes Test related documents, UAT Testing, Retest, Regression testing& go live support and Provide testing estimations hours to Test Lead/Project Managers
* Writing Test cases/Test Scripts and required to perform the testing such has UAT testing and Regression testing, Bulk testing ,Smoke testing
* Defects identification and Co-ordinate with Development team to fix the defects then Retest the defects once it is fixed from developer
* Before moving the code into production do the regression testing and Bulk testing, Smoke testing.
* Validating the system end to end functionality while perform bulk testing and regression testing, Smoke testing
* Preparing test-related documentation as a part of testing like UAT guide as a part of test plan
* Analysis of test results to provide feedback and suggestions on how to improve the quality of the product in future
* Working on issues which encountered either in UAT environment, Production issues.
* Provide the go live support as per planed
* Perform the post implementation checks
* Analysis of test results to provide feedback and suggestions on how to improve the quality of the product in future
* Attend daily/weekly internal stand up call and customer call to provide the QA status
* Giving the project KT to the new joiners

**Software Engineer| OpenText Exstream Developer|**

**Accenture Oct ’20 - June’21**

**Client: CNA Insurance**

**Role: Opentext Exstream Developer**

**Responsibilities:**

* Understanding the requirements from business through Initial Business Requirements (IBR)& Application Design Book.
* Performing internal review at various stages of SDLC task.
* Providing System test & UAT Support for the designed project.
* Following Implementation procedures and back out procedures for implementations.
* Getting sign-offs for the code release once the deployment is successful after thorough check-outs.
* Working on the PME’s as part of enhancement work
* Monitoring the Daily batch jobs and resolving the issue when it got failed during the processing.
* Pre-prod and prod check out process is doing as a part of Daily batch job activity.
* To prepare the weekly & monthly status reports and to involve in calls with the client to get new application for my organization to support.

**Software Engineer | CLM|**

**Valuemomentum Oct ’19 - Oct’20**

**Client: GEICO**

**Role: OpenText Exstream Developer**

**Responsibilities:**

* Understanding the requirements from business through Initial Business Requirements.
* Worked on Simple, Medium, Complex Letters which is part of Requirements.
* Developing Letters as per business requirement.
* Delivering letters with Testing Quality measures.
* Interacting with clients weekly twice to track the business requirements and getting clarification from client while facing issues while under developing letters from our side.
* Attending weekly and monthly team status meetings.

**Software Engineer | CLM| Nov ’16 - Oct’19**

**Capgemini**

**Client: HSBC**

**Role: OpenText Exstream Developer**

**Responsibilities:**

* Understanding the requirements from business through Initial Business Requirements.
* Created letters as per the template specification.
* Perform the unit testing and Regression testing in Development Environment
* Perform Pre and post production activities and implementation checks
* Working on Ondemand Tasks creation and deleting users giving the permission on folders.
* FVQ support work
* Resolving user access issues as a part of Ondemand admin work and Worked as Fvq Host Support for various projects
* Attending weekly and monthly team status meetings.