

DINESH KUMAR DHARANIDHARAN

SALESFORCE ADMINISTRATOR



CONTACT



+91-9941903363



ddineshkumar86@gmail.com

DOMAIN SKILLS

Salesforce Administration

Functional/Manual Testing

Automation Testing

Mobile Testing

Big Data / Hadoop Testing

Agile Methodology

PROGRAM SKILLS

Core Java

SQL

Groovy

MapReduce

TOOL SKILLS

JIRA

Perfecto

Kobiton

Salesforce (Sales, CPQ, & Service)

PROFILE

A demonstrated Quality Analyst transformed into Salesforce Administrator with 11+ years of experience in IT Industry. Imitating as Salesforce Administrator, Quality Analyst, Business Analyst, and SCRUM Master. Seeking to leverage my technical and professional expertise to grow in the new role at your company.

PROFESSIONAL SUMMARY

- ✚ Salesforce Certified Administrator.
- ✚ Strong understanding of SFDC CRM (Sales Cloud, CPQ, and Service Cloud) business processes.
- ✚ Managed Salesforce requests / issues for 450 + Salesforce end users.
- ✚ Hands on experience in casting, Custom Objects, Custom Fields, Page Layouts, Custom Tabs, Reports, and various other components as per the client and application requirements.
- ✚ Conversant with creating Roles, Profiles, Users, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
- ✚ Extensive business knowledge and customization experience on various Salesforce Standard Objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
- ✚ Practiced performing data cleanup and/or data migration to and from Salesforce.com
- ✚ Experienced as Business Analyst, involved in business analysis, requirement gathering, gap analysis, and functional specification preparation.
- ✚ Facilitate Daily SCRUM, Sprint Planning, Sprint Demo, and Sprint Retro Meetings.
- ✚ Capable in Testing with CRM / ERP, BFSI, Life Science and E-Commerce Domain Products.
- ✚ Expertise in working with the QA methodologies and processes such as the Agile Process and Waterfall model. Good knowledge in Software Testing Life Cycle (STLC), Software Development Life Cycle (SDLC) and Bug Life Cycle.
- ✚ Adroit in creating detailed, comprehensive, and well-structured test plans and test cases and managing the overall quality planning strategy.
- ✚ Proficient in Functional Testing, System Integration Testing, Build Verification Testing, System Testing, Regression Testing, User Acceptance Testing, and Postproduction Support.
- ✚ Strong communication skills with all the key stakeholders to ensure team vision is understood and implemented correctly. Experience in identifying and documenting discrepancies between actual and expected results.
- ✚ Adept in the monitoring of all the QA activities, test results, leaked defects, root cause analysis and identifying areas of improvement & implementing steps required to improve the process.
- ✚ Convene & present reports and metrics to senior management, stakeholders, and team.
- ✚ Versed in developing, enhancing, debugging, and executing automation test cases through Selenium WebDriver, Java, and other test tools.
- ✚ Virtuoso in Mobile App Testing on both Android and iOS devices and proficient in using the cloud base mobile app testing tools like Perfecto & Kobiton.

FRAMEWORK & TECHNICAL SKILLS

Selenium WebDriver

TestNG

Modular Testing Framework

Postman

QuerySurge

EDUCATION

Master Of Computer Applications

2007 – 2010

Vel SRS College, Madras University
Chennai, Tamil Nadu, India

Bachelor Of Commerce

2004 – 2007

Govt. Arts & Science College
SKD University, Anantapur
Andhra Pradesh, India

Higher Secondary Certificate

2002 – 2004

Railway Junior College
Board Of Intermediate Education
Guntakal, AP, India

Secondary School Certificate

2001 – 2002

Railway High School
Board Of Secondary Education
Gooty, AP, India

PERSONAL DETAILS

NAME

Dinesh Kumar DharaniDharan

DATE OF BIRTH

29 – November - 1986

GENDER

Male

NATIONALITY

INDIAN

WORK EXPERIENCE

ORG. – Anthology Inc., Chennai, India - **PRESENT**

ROLE - Salesforce Administrator

PERIOD - September 2019 – Till Date

RESPONSIBILITIES

- ✚ Salesforce Administrator for 450+ users.
- ✚ Worked on various Salesforce.com standard objects including Accounts, Contacts, Cases, Reports, Leads, Campaigns, Dashboards, Events, Tasks.
- ✚ Designed & deployed custom objects, formula fields, identified the lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ✚ Developed custom tabs, validation rules, approval process, and auto response rules for automating business logic.
- ✚ Worked with native Salesforce CPQ functionalities such as Opportunities, Product Configurations, Product Rules, Pricing Rules, Quotes, Orders, and Contracts.
- ✚ Created workflow rules for various tasks and email alerts as per the requirements.
- ✚ Performed testing and customization of objects, fields, record types, page layouts, flows, workflows, and validation rule.
- ✚ Proficient in data migration from traditional applications to Salesforce.com using Data Loader Utility.
- ✚ Demonstrated ability to translate customer requirements into specification.
- ✚ Managing JIRA, to track assigned tickets and triage the bugs for monthly product releases.
- ✚ Contributing to production support for sales rep team, day-to-day end user support and assist user with best practices to improve and salesforce knowledge.
- ✚ Working with developers, project managers and others to help ensure high quality and timely delivery on bug and enhancement request.
- ✚ Manages the health of the team and Remove obstacles for developers and testers.
- ✚ Set and run effective recurring standup meetings, sprint planning meeting, release meeting, and retrospective meetings.
- ✚ Conducting war room meetings to remove team roadblocks and to guide team through continual improvement process.
- ✚ Working with product owner to define project scope and objectives.

ORG. - Cognizant Technology Solutions, Chennai, India

ROLE - Senior Test Analyst – Associate

PERIOD - February 2016 – August 2019

RESPONSIBILITIES

- ✚ Review requirements, specifications, and technical design documents to provide timely and meaningful feedback.
- ✚ Identifying the scope of the testing required for a particular release based on the requirements of the document.
- ✚ Contribute to the creation of the traceability matrix (TM) for the modules that you are individually responsible for.
- ✚ Develop test cases and prioritize testing activities.
- ✚ Execute test cases, set appropriate test case statuses, and report progress and notify immediately of showstoppers or issues impacting testing timelines.
- ✚ Active participation in sprint planning meeting, daily standup.
- ✚ Performing Sanity, System and Regression Testing.
- ✚ Defect tracking and giving mandatory information of a defect to developers to fix it.

MARITAL STATUS

Married

RESIDENCE

No.31-B, Sri Ram Nivas, Ground Flr
Udhaya Nagar Main Road
Udhaya Nagar Extension
Porur, Chennai 600116
Tamil Nadu, India

D E C L A R A T I O N

PLACE

Chennai

DATE

SIGNATURE

(D DINESH KUMAR)

- ✚ Re-testing of fixed defects and updating the same in the tracker. Perform thorough regression testing when bugs are resolved.
- ✚ Selection or identification of test cases for automation from existing test case documentation.
- ✚ Creating an automation test plan and getting approval. Creating, Enhancing, Debugging and Running Test Cases.
- ✚ Performing the in-sprint automation.
- ✚ Developed scripts for the sanity testing using Selenium Web driver and executing the scripts with reports.

ORG. - Equiniti India Private Limited, Chennai, India

ROLE - Test Engineer

RESPONSIBILTIES

- ✚ Involved in preparation test plans, test cases, test data and validating the same.
- ✚ Involved in preparation and Peer reviews of the Traceability Matrix for all modules.
- ✚ Worked on Bi-weekly Patch Release of urgent fix and hot fix issues.
- ✚ Worked on Quarterly Release cycle of the entire product.
- ✚ Performed BVT, Sanity Testing, Regression Testing and System Testing.
- ✚ Validated Client Bugs raised and logging them using Bug-tracking tool Star Team.
- ✚ Verified of Fixed issues through GUI and through backend using Microsoft Query.
- ✚ Involved in Onsite and Offshore communication.
- ✚ Single Point of contact for Client Builds and Upgrades.
- ✚ Maintained Weekly Status report.