

**SALESFORCE
CERTIFIED**

Administrator

Name: Katiperi Divya Madhuri

Email id : divyamadhuri.ktp@gmail.com

Mobile : 8328652910

Professional Experience

- 3+ years of IT experience in analysis, design and Testing of applications using salesforce.com.
- Experience in Manual testing
- Experience in preparing the **Test Scenario, Test cases and Test Data**.
- Skilled in understanding Software Requirement Specification and Test Scenarios
- Experienced in Functional Testing & Non- Functional testing on Salesforce application.
- Experience in Black Box testing techniques
- Defect Reporting and Tracking using defect Management tool.
- Involved in different types of testing like **Regression Testing, Re-Testing**
- Experience of logging defects, defect tracking using **Azure DevOps** tool.
- Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Created the Validation Rules, Approval Process, workflows for automated lead routing and Email Alerts.
- Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

Career Highlights

- Got Appreciation from Client (Deloitte) – Contractor Recognition

Work Experience

- Currently working as a **Salesforce Quality Analyst** for **Proxforce Software Services Private Limited**
- Worked as a **Salesforce Quality Analyst** for **Prowess Software Services Private Limited** from June 15th 2019 to 2021
June 25th

Educational Status

- **B. Tech** - from SV engineering college for Women, Tirupathi

Project # 1

Project: Paradigm

Client: Deloitte

Role: Salesforce Quality Analyst

Description :

Paradigm is Deloitte's global Client and Engagement Acceptance solution which guides Deloitte business and provides a single user-friendly risk assessment solution throughout global network

Responsibilities:

- Understanding the business flow using functional specs
- Understanding the Business requirement, functional requirements & specifications
- Performed Smoke, functional, negative, positive, Regression and End to End testing
- Provided demos to the clients at the end of every sprint on assigned User Stories
- Experienced in working Agile- Scrum model
- Mostly worked on Account and Opportunity objects and on custom objects (Paradigm Case, Approval Matrix, MF backed Approvers) in the Application
- Worked on crucial business flow - Custom Approval Management & Delegate Approvals – Test case designs, Test Case execution, reported bugs and identified functional gaps
- Worked on preparing end to end test case designs for the entire Approval & Delegate modules
- Performed exploratory testing on Approval Module and discussed the observations with Business Analysts
- Thoroughly validating the validation and business rules
- Assist development team in troubleshooting and determining root- cause of application defects and issues
- Performed peer reviews
- Helped to SIT team testers on each sprint on understanding the functionality and clarifying the doubts and observations

Project # 2

Project: xIQ Family

Role: Admin and Quality Analyst

Description :

xIQ family of companies, includes group of companies [Central IQ , reimbursement IQ , Voxx analytics, SYFR Health info management & IHA , Digital service partners and KORT]. In a web form we are displaying all the services (including all companies) instead of individual company's services based on customer role and chosen services it's assigning to a sales rep

Responsibilities:

- Administrated and monitored the company's Salesforce CRM application. Created the

Lead assignment rules routing for automated lead routing and implemented Omni channel Queue based routing

- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service
- Created Reports and Dashboards as per the customer requirements.
- Worked on Validation Rules and Page Layouts
- Build the organization's role hierarchy by adding the Roles as per the organization Structure and created custom profiles to satisfy the organization's hierarchy
- Created Workflow Rules, Page Layouts, Email Alerts, Field updates& filed dependencies to Match the requirement
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, Dashboards and Reports
- Implemented Outlook to salesforce Integration through Einstein Activity Capture for automatic event sync & email tracking
- Involved in manual testing

Project # 3

Project: Great Philly School

Role: Salesforce Quality Analyst

Description :

This portal gives the information about School which is located in Philadelphia city, US. There are listed two types of school K-12 School & Preschool/Daycare with all information of school. User can search schools by location & some properties to show the result. School owner can handle CMS independently to update/images at their end.

Responsibilities:

- Understanding the business and system requirements specifications
- Write, track, manage, execute and prioritize Test Cases.
- Involved in test case reviews and updating them as per the review comments.
- Conducted GUI, Functional and Regression Testing.
- Performed Compatibility Testing.
- Effective Defect tracking and Reporting.
- Interacted with developers, users and various members of my team to discuss and to resolve defects by setting their priorities.