Quality Analyst engineer with 5 years of experience on **Salesforce.com**.

### PROFILE SUMMARY

|  |
| --- |
| * Good knowledge of Software Development Life Cycle & Software Test Life Cycle. * Responsible for analysing Business Requirements and Specifications. * Experience in Data Migration using **Import Wizard and** other tools like **Data Loader**. * Experience in **Sales Cloud Concepts like Lead generation/conversion, Account and Contact Management, Quote creation, Order generation and Service Cloud.** * Review requirements, specifications and technical design documents to provide timely and meaningful feedback. * Creating detailed, comprehensive and well-structured **test cases** based on the requirements. * Reporting and prioritizing software bugs in conjunction with the Development & QA Managers * Developing Traceability by Test Result Analysis and **Defect Management** * Involvement in **Test Estimations** and Test strategy implementation. * Adept in using tools like **QMETRY, JIRA, Test Rail.** * Experience with working in an **Agile/Scrum** development process. * Executing tests at various levels including **Smoke**, **Regression, Functional, Usability, System**, and **User Acceptance Testing**. * Identify, record, document thoroughly and track defects using **JIRA**. * Proficient in Test Automation using **Selenium**. * Experience in Java Programming, **Selenium WebDriver** and TestNG. * Well versed with Handling Elements in Selenium WebDriver. |

### EXPERIENCE SUMMARY

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Company / Organization | Location | Role / Designations | From Date | To Date | No of Years & Months |
| ITC Infotech Private Limited | Bangalore | Associate IT consultant | 16th Feb | Till Date | 2.11 |
| Informatica Business Solutions | Bangalore | Quality Analyst Engineer | 29th Jan | 10th Feb | 2.1 |

1. **KEY SKILLS**
2. **Technical Skills:**

|  |  |
| --- | --- |
| **Operating Systems** | Windows XP, Vista, 7,8,10 |
| **Languages** | Java |
| **Databases** | SQL, SOQL |
| **Tools/Packages** | JIRA**,** Bugzilla, Test Link, QMETRY, Data Loader, Provar, Selenium, Informatica Cloud Services(ICS) |

1. **Other Skills:**

|  |  |
| --- | --- |
| **Domain Skills** | Salesforce.com |
| **Functional Skills** | Requirement understanding, Test case Design, Test case execution, Defect reporting, Scripting. |
| **Admin Skills** | Configuring page layouts, setting up profiles, designing validation and workflow rules, importing data. |

2. **EDUCATIONAL QUALIFICATION**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Qualification** | **Specialization / Key Subjects** | **Board / University** | **Institute / School** | **Year of Passing** |
| Bachelor of engineering | Computer science and Engineering | VTU | The Oxford College on Engineering | June-2014 |

### DETAILED WORK EXPERIENCE

**Assignment 1:**

**Company Worked for : ITC Infotech Private Limited**

**Customer : Honeywell**

**Industry Domain : Master Data Management**

**Project Type : Development**

**Technology / Environment : Salesforce**

**Role / Responsibilities : Testing Engineer**

**Key Deliverables : Integration between various salesforce orgs.**

**Brief Description of Project:**

**Informatica Cloud Customer 360 for Salesforce allows for a more complete view of your customer with integrated master data management. It completes your customer record in Salesforce and**

**Automatically consolidates customer data from multiple cloud. Populates customer records with information from existing mastered records from Informatica MDM, for more efficient completion of customer records. Enriches records with third party information through Informatica Data as a Service, including Dun & Bradstreet. With enriched customer records in Salesforce, your business users are given the trusted single view of the customer they need to focus on building smarter relationships.**

**Assignment 2:**

**Company Worked for : ITC Infotech Private Limited**

**Customer : Ford Direct**

**Industry Domain : Manufacturing**

**Project Type : Development**

**Technology / Environment : Salesforce**

**Role / Responsibilities : Testing Engineer**

**Key Deliverables : Case Management .**

**Brief Description of Project:**

**Service cloud is a customer service and support application built on force.com platform. It can be used for building a unified help desk for the organization’s support team. Various dealers provide services to Ford Direct. Any cases created or modified in Ford Direct must be reflected in integrated dealer environments and can choose to resolve the case.**

**Assignment 3:**

**Company Worked for : Informatica Business Solutions**

**Customer : Internal**

**Industry Domain : Order Management**

**Project Type : Development**

**Technology / Environment : Salesforce**

**Role / Responsibilities : Testing Engineer**

**Key Deliverables : APTTUS CPQ(Configure, Price, Quote).**

**Brief Description of Project:**

**Apttus CPQ software is a sales tool that quickly configures, prices & quotes deals accurately. Quotes in Salesforce represent the proposed prices of your company’s products and services. You create a quote from an opportunity and its products. Each opportunity can have multiple associated quotes, and any one of them can be synced with the opportunity. When a quote and an opportunity are synced, any change to line items in the quote syncs with products on the opportunity, and vice versa.**

**Assignment 4:**

**Company Worked for : Informatica Business Solutions**

**Customer : Internal**

**Industry Domain : Finance**

**Project Type : Development**

**Technology / Environment : Salesforce**

**Role / Responsibilities : Testing Engineer**

**Key Deliverables : Financial Force Services(IPS)**

**Brief Description of Project:**

**Professional Services Automation (PSA) is an application built on the Salesforce Platform to provide IT solutions to the professional services industry. PSA, manages your resources and their skills, provides projects visibility, tracks your project financials, provides staffing tools , allows resources to submit time and expense generates billings, provides reports and dashboards . FF-PSA help track Professional Services Engagements, Budgets, Forecasting, Resource assignments and Billing across Regions, Practices and Groups in Salesforce.com. Uses Salesforce Account, Contact & Opportunity objects.**