

Swarna Rekha

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Professional Synopsis

Over 4 years of experience in Information Technology, with specializing in Software Quality Assurance Testing, Salesforce Testing proficient in testing on Web based applications and good experience on Core Java, OOPS concepts.

- 4 Years of Experience in Analysis and Enhancement validation of various web-based Software applications and XML validations using automation tool **Selenium**.
- Worked on **Salesforce CPQ, Sales Cloud, Service Cloud, Community Clouds**.
- Good understanding of Software Development Life Cycle (**SDLC**) and Software Testing Life Cycle (**STLC**) and all stages of QA and defect life cycles.
- Having experience in **Salesforce Application testing** with a good understanding of Salesforce Admin tasks like Creating Users, Manage Users, page layouts, record types, Field and dependencies, Creating workflow Rules, permission sets, Validation Rules, workbench SOQL queries in Salesforce platform.
- Exposure to all stages of Software Testing Life Cycle (STLC).
- Experience with Waterfall, Agile software development(scrum) process.
- Actively involved in GUI, Functional, Integration, System, Regression, End to End Testing, User acceptance testing.
- Having good experience in bug tracking, issue tracking, and project management functions by using JIRA tool.
- Familiarity of Quality assurance standards, process methodologies and strategies.
- Thorough hands-on experience with all the levels of testing including Sanity, Usability, Functional, Integration, Regression, User Acceptance and System Testing.
- Conceptually strong with an innovative and analytical approach to the work with an eye for detail. Enriched with the ability to learn new concepts & technology within a short span of time.
- Involved in Requirements meetings with business team and analysis of FSDs and BRD documents. Also take ownership of the documents like Test plan, Test strategy, Traceability Matrix, Test Sizing and Test Results summary documents for every release.
- Ability to handle multiple tasks. Organized team player with strong problem solving and analytical skills and total commitment to the organization goals.
- Good experience in interacting with product manager, developers, customer support and help them in base line the requirement specifications.

Organizational Experience

- Currently working with **Dynpro India pvt. Ltd.** as Quality Analyst since 1st Jan 2022 to till date.
- Previously worked with **Cloudalyze Services LLP** as Quality Analyst since 2nd April 2019 to 30th Dec 2021.

Technical Expertise

Languages	: Java (core)
Tools	: Selenium web driver, TestNG, Eclipse, Maven, JIRA & ALM, PM Milestone.

Package : MS – Suite (MS – Word, MS – Excel, MS – Outlook)
Operating System : Windows family
Web Debugging Tools : Xpath, Firepath & Chropath
Processes : Agile-Scrum, Waterfall
Salesforce Experiences: Salesforce CPQ, Workflows, Process Builders, Validation Rules, Approval Process & Admin.

Academia

- B. Tech with specialization in **Electronics & Communication Eng.. from JNTU Anantapur.**

Certifications

- Salesforce Administrator
- Sales cloud

Project Experience

Project 5:

Project Title : CRS Temporary Housing (CRSTH)
Domain : Sales, Service, Experience Cloud, CPQ
Environment : Manual Testing
Role : Quality Analyst

Description:

The objective is to provide a variety of accommodations based on the customer specific needs and everything from emergency hotel stays and long-term housing options. They also ensure to provide the services for Emergency of Pet Boarding, Adjuster relocation. CRS offers priority reservations at major hotel chains for adjusters and policy holders.

Roles and Responsibilities:

- Tested on Omni-Channel using Owner Assignment Map for the IC Case based on the RS Role groups.
- Developed and Executed the Test Plans according to the Tasks Completion for the Housing placements.
- Developed the workflow to Enable/Disable the CAT Claims based on the business criteria.
- Tested the validation rules to verify the data a user enters in a record meets the standards.
- Verified the Log Contact Attempt using Action Requests and to Convert to PSL using Request vendors.
- Validated the “Cost Editor” lightening web page to create Costs records from the PSL currency fields automatically.
- Performed Smoke testing to check the basic and critical features are working against the requirement.

- Involved salesforce Administration concepts to understand the functionality of Salesforce applications.
- Worked closely with the development team for Fixing, Re-Testing the Defects, and the root causes.
- Prepared ISO Documents of Test Scripts, RTM, Test Plan, Test Report, and Defect sheet.

Project 4:

Project Name : Street Code Academy (SCA)
Domain : Sales, Community Cloud
Environment : Manual Testing
Role : Quality Analyst

Description:

The objective is to enhance the skills for students by conducting the Sessions and collaborate all registration processes on a salesforce platform which would establish a strong connection with their employers, Instructors, Volunteers & Students. They also want to track the Programs through salesforce and community portal such as Attendance, Sessions & Participants – Mark attendance, Enrollments, Un-enrollments, and Attendance regularization of their all employers and students.

Roles and Responsibilities:

- Implemented the Mark Attendance button to Check the status of attendance with help of the Session attended.
- Tested the Automation process to auto-create the Session records from the Program.
- Verified Reports based on the attendance “Mark as Present” and “ Mark as Absent” records.
- Used “MailChimp” to synchronize the data to the Salesforce CRM and link them to existing Contacts and Leads.
- Verified and Validated the Registration process using different data.
- Tested with different Instructors to Enroll and Unenroll the Registrations.
- Reviewed the Test Basis, designed and documented Test Strategies, Test Plan, Test Cases and executed test cases.
- Tested the Positive and Negative scenarios for the Registration Confirmation based on the Criteria match.
- With the help of load testing, tested the “Send List Email” with n number of records.
- Verified the Email notifications when the Opportunity won, QR Code, Participation record creation and Waitlisted Programs.
- Found the number of Defects assigned it to the Developer then Re-tested the issues and closed the defect.
- Responsible for writing and maintain Test scripts for regression and functional testing.

Project 3:

Project Name	: Leave Management System (LMS)
Domain	: Salesforce
Environment	: Manual Testing & Automation Testing
Role	: Quality Analyst

Description:

The objective is to automate and collaborate all attendance processes on a salesforce community platform which would establish a strong connection with their employees. They also want to track and truncation through community portal such as, Leave credited, Leave tracking – submit, approval, rollback, cancel, Leave validations, Comp off leaves, Leave balance display and adjustment, punches import and calendar, Attendance regularization of their all employees.

Roles and Responsibilities:

- Gathered requirements documents such as business requirements and design document and other related documents.
- Reviewed the Test Basis, designed and documented Test Strategies, Test Plan, Test Cases and executed test cases.
- Responsible for writing and maintain Selenium WebDriver scripts for regression and functional testing using hybrid driven framework.
- Developed test code in Java language using Eclipse, IDE and TestNG framework.
- Setup the Automation framework using Selenium to run test cases in multiple browsers and platforms.
- Responsible for identifying test cases for manual and Automation with Selenium WebDriver for Smoke Test, Functional and Regression Tests.
- Involved in design and implementation of Selenium WebDriver automation framework for smoke and regression test suites (TestNG and Maven).
- Executed browser compatibility and regression tests using Selenium WebDriver for testing UI for every new build release.
- Used the Firebug to inspect the XPath of the web elements and Eclipse IDE for Java development.
- Manually tested, verified and validated that the product meets user requirements.
- Assisted QA lead in documenting User Acceptance Test report and reporting defect resolution.
- Attended daily Scrum/huddle meetings to discuss all QA methods, planning and test results.
- Prepared ISO Documents of Test Scripts, RTM, Test Plan, Test Report for all the Sprints.

Project 2:

Project Name : Dyna Filters
Domain : Salesforce
Environment : Automation & Manual Testing
Role : Quality Analyst

Description:

The Objective is to enhance the customer existing functionalities. The customer is currently using Force.com edition. Dyna filters are need salesforce and organizes the data to enable smooth business transaction using Visualforce. Which is a powerful web-based framework that lets them quickly develop sophisticated, custom UIs for Force.com desktop and mobile apps.

Roles and Responsibilities:

- Understanding the application thoroughly with help of CRS/BRD document.
- Involved in Functionality testing, Integration testing and Regression testing.
- Preparing and documenting the test conditions and test cases.
- Coordinating with Test Lead and Development Team for Bug Fixing.
- Involved in Compatibility testing on different Browsers.
- Involved in Analyzing Test Results, Reporting and Tracking the Defects.
- Participated in Retrospect & Daily stand-up meetings.
- Inspecting web application using Chrome Developer Tools to efficiently track down layout issues, set JavaScript breakpoints, DOM and styles.
- Used Agile for Release planning, Iteration planning, Sprint, and Backlog.
- Involved in preparation of 'Application Reference Manual' (User guide) for the application and its functionality.
- Attended daily Scrum/huddle meetings to discuss all QA methods, planning and test results.
- Prepared ISO Documents of Test Scripts, RTM, Test Plan, Test Report.

Project 1:

Project Name : Electronica Plastic Machines Limited
Domain : Manufacturing
Environment : Manual Testing
Role : Testing Engineer

Description:

Electronica plastic machines limited is one of the world's largest providers of motion subsystems and motion components for automotive and industrial applications. They have implemented data warehousing system for better business analysis and intelligence, monitoring and Improve sales, growth and customer targeting. This software is built to have a single database for all the departments in the company. This software integrates all the different software's both back-end and front-end required by different departments in a company.

Roles and Responsibilities:

- Analyzed business requirements, documented business requirements specifications, wrote Test Plans, Test Cases.
- Performed the Component/Functional testing for the required fields (PAN, GST, Phone).
- Involved in the Admin part to create the Fields, page layouts and record types.
- Created the "Visit logs" to check the visitors and customers.
- Performed the Regression testing to check the new functionalities are working as expected even new build added.
- Worked on the process builders to check the behavior of the functionalities such as create a record, update a record, Quick actions, Send an Email etc.
- Tested the Time-based events for the Service call to check the Email notification after 12 hours of the call creation.
- Tested the different types of Reports and Dashboards for the better analysis.
- Writing Manual tests cases and executing manual tests, reviewing results of all tests and reporting anomalies into the defect tracking database verifying the resolution of all defects for an assigned project.
- Prepared traceability matrix to ensure the adequate coverage of the test cases.
- Updated Test Plans and Test Cases periodically to manage changes in requirements.