

Nikhil Bajaj

QA Engineer and Salesforce Administrator



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Technical Skills

- Certified Salesforce Administrator
- Certified Omnistudio Consultant
- Certified ACCELQ Automation Engineer
- Tools: Salesforce.com, AccelQ automation, Salesforce Inspector, Data Loader, Jira, Azure devops
- API Testing: Postman, Work bench

Soft Skills

- Innovative Thinking
- Initiative driven
- Client Engagement
- Attention to detail
- Investigate and auditing skills

Education Background

- Bachelor of Engineering, Amravati university

Testing Types and Methodologies

- Smoke testing
- Functional/Non-functional testing
- Retesting
- Regression testing
- Bug reporting
- Validation rules testing
- Workflow rule testing
- Process builder
- Agile methodologies
- Scrum processes

About Me

With extensive experience in manual testing, I am proficient in a variety of testing types, including Smoke, GUI, Functional, Retesting, Regression, UI, and Globalization testing. Additionally I have basic knowledge on the AccelQ automation tool, I have experience in Salesforce administration, particularly in Sales Cloud and Service Cloud. I have also worked with the test management tool JIRA and have developed expertise in the loan and banking, healthcare, and car detailing domains.

Professional Experience

Sonnick CRM solutions LLP (SEP 2022 – March 2023)
(Silverline)

Orinova Innovation Technology Pvt. Ltd (MAY 2019 – Sep 2022)

Professional Synopsis:

- As a result oriented professional with **3.10 years** of experience in Salesforce testing that includes experience in Manual Testing, Admin work and Basic Automation testing
- I possess Expertise in requirement analysis, identifying test scenarios, test-case writing/executing, defect finding/launching, creating test report etc.
- Very Good understanding of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
- Experience in Functional Testing, Non-Functional Testing, Retesting, Regression Testing, UI Testing & Compatibility Testing of salesforce Applications.
- Responsible for Test Case Writing, Execution, Bug Tracking.
- Extensive experience in developing Test Plans, Test Strategy, Test Cases, Test Matrixes, Requirements Traceability, Test Reports and documentation of Manual Tests.
- Having a strong working experience with Sales Cloud, and knowledge about the Service cloud. Having experience in Salesforce Administration.
- Good exposure in Data Modelling using Custom objects, Page Layouts, List View, Record Types. Extensive knowledge of objects, lookups, and Master-Detail.
- Have good knowledge of available Salesforce tools, Agile methodology and Jira. Experience in different level of Security: Object Level Security ,Field Level Security , Record Level Security
- Have performed functional testing, system testing, system integration testing, ad-hoc testing, smoke testing, regression testing.

Responsibilities

- Actively involved in scrum meetings
- Involved in defect discussions and triage meetings with Business, client and developers.
- Create test cases and their execution
- Assist the team in troubleshooting issues that may arise during the testing phase, offering appropriate recommendations and implementations.
- Weekly updating the QA dashboard, defect report, Traceability Matrix, Scenario Sheet, etc.
- Retesting & Regression testing
- User Accepting Testing
- Involved in solving Tickets related to salesforce administration part.
- Created and executed the test cases for various scenarios, and participated actively in Functional Testing, validation testing, Usability testing, Compatibility testing, Retesting, Regression testing.
- Implementing it as per the structure of the project
- Coming up with exact solutions for problems related to object identity and error handling
- Interacting with customers/clients to solve the various issues they face and updating on the situation
- Responsible for sending daily and weekly status reports on testing activities

Project Summary

Organization: **Sonnick CRM solutions LLP (Silverline)**

Project name: **Republic finance phase2 (Loan)**

Description: Republic Finance is undergoing a digital transformation using **Salesforce Omnistudio** to create a more streamlined and user-friendly customer engagement platform. As part of this transformation, we are creating a loan application process for both new and existing customers. The loan application process involves various steps such as KYC (Know Your Customer), providing income and asset details, and other financial information. This information is necessary to verify the customer's eligibility and creditworthiness for the loan.

Project name: **BioCare SD (healthcare)**

Description: BioCare SD is a project built with an aim to move every thing to Salesforce, run the daily weekly integration cycles so that the data is moved every week. Different Reports and dashboards are created. Flow is used to automatically assign the tasks to respected heads so that they can distribute the work among there team.

Organization: **Egain Communication Pvt Ltd**

Project name: **Enablemypractice**

Description: Enablemypractice is a cloud-based electronic health record (EHR) and practice management (PM) solution. Enablemypractice is modular, allowing practices to utilize just the functionality they need. The solution includes features like e-prescribing, medical billing, labs, patient scheduling, patient and referring physician communications portal and appointment notifications.

Project name: **Appointment Scheduler**

Description: Appointment Scheduler is built for a Auto Detailing Company. Customer schedules appointment for car services from website which is then stored into salesforce. All services require maintenance on regular intervals, these maintenance schedules is built within salesforce and customer is notified three time, 30 days, 15 days and 1 week before their maintenance.

The Information mentioned above is true to the best of my knowledge.

Place: Yavatmal, Maharashtra

Date: 22 March 2023