Sandeep Alesar

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Experience

* 14 years’ Experience in QA and 8+ years as a QA Lead
* 6 years’ Experience in Salesforce Platform
* Strong functional knowledge Salesforce Configure, Product, Quotes, Steel brick CPQ, Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Commerce Cloud, Microsoft CRM, Oracle ERP, Application testing, Zuora, CC&B
* Creation of Product, Feature, Price, Option, Option constraints, Discounts and Discount Schedule.
* Salesforce Administrator Certified, Scaled Agile Certified.
* Possess Knowledge on Product Configurations.
* Possess Knowledge on Veeva CRM System
* Posess Knowledge on Salesforce capabilities and functional flow
* Possess Strong knowledge on Order to Cash (OTC), SAP ERP Module.
* Possess Strong knowledge on Order to Cash, Lead to Cash, procure to Pay, Opportunity to Case Closure.
* Maintaining strong client relationships, understand current business processes, identify gaps and recommend system modifications and processes to satisfy client business requirements.
* Work closely with the business users to provide functional and testing support during the System Integration and User Acceptance Testing phase.
* Exposure to projects that had adopted the agile methodology.
* Define test methodologies, strategy, test plans, test cases and led test team by providing constant mentoring and review feedback to other QAs in team
* Led testing efforts based out of both offshore and onshore, review/approve test cases and mentor new team members
* Strong Expertise in Testing methodologies and Ability to resolve team Queries by interacting with various stakeholders.
* Skills to support / create Requirement traceability matrix using the latest tools and technologies

# Silverline, New York NY May 2020 to Present

# Strategic Financial Solutions Service QA Lead

* Sprint Story QA testing
* Validation of Account, Contact, Cases, Payments, Proposals, Clients, Debts, Payment Ledger, Proposal Simulator, Settlement, User Role testing, Case Assignment, Queues, Community
* Creation of Traceability and Test Cases for Sprint testing
* Support UAT Test Activities
* Logging bugs in Jira
* Attend Daily Service Cloud/Community Stand up call
* Triage Bugs logged during Sprint
* Working with UAT Tester for Sprint Acceptance Testing
* Attend MuleSoft Daily Stand up
* API testing using Postman
* Manage offshore team and mentoring offshore team

**DIGITAL REALTY, Dallas Tx November 2019 to March 2020**

**Business System Analyst & Test Lead –Salesforce**

* Requirement Gathering
* Attend Grooming Session
* Analysis of Requirement
* Understanding User Stories and Execution of User stories in Zephyr.
* Authoring Test Scenarios and Test cases for Bidirectional, End to End, Functional User Stories.
* Opportunity to Case Creation for EMEA and NA Region
* Validation of EMEA Colocation
* Validation of Full Implementation (Original Case) for all Facilities [Power, Space, Service Exchange, Value Added]
* Attends Daily Status Update
* Executed Functional, Scrum User stories, Regression Test Cases
* Defect Log in Jira
* Validation of Approval Process, Primary Quote, Discount Validation.
* Defect Triage
* Shares Daily Status Report and Weekly Status Report with Project Stake holders.

# Salesforce, Hillsboro, OR March 2019 to October 2019

**Business Systems Analyst-CIO Org**

* Requirement Gathering
* Attend Grooming Session
* Analysis of Requirement
* Review and analyses system requirement and BRD
* Prepared Test Plan & Test Strategy based on BRD and Mapping Documents
* Prepared Test Data for End to End Test Execution
* Validation of Employer details and their Sales Profile in Salesforce.com (Org62) created by Workday.
* Validation of Territory Status, Quota Status, Quota status Date, Comp plan effective date and Comp ignore flag, Eligible for Renewal flag in Org62.
* Creation of Quota in EOS and after the Integration run validating the Quota Information table
* Validation of User, People, Position, Hierarchy and Quota files for the Commissionable Employee
* Validation of Sales Profile for Life Event with Business mapping document
* Validation of Sales Profile for Stacked Event created in Workday
* Manual Creation of Sales Profile for the Employee returned from LOA.
* Triggering the Adaptors (API)using Postman
* Creating the Quota for Commissionable Employee in EOS (Sales Profile)
* Creating Contact Details in Support force for Commissionable Employee.
* Walk through of Test Scenarios and Test cases with Business and Stakeholders
* Executed Functional, Regression, Integration test cases
* UAT Support and coordinated UAT execution with UAT Business Leads.
* Analysis of End to End & UAT bugs
* Logging bugs in Jira and GUS
* Validation in database through SQL Queries
* Triaging the Bugs
* Attends daily Scrum call and Daily Status Update.
* Co-ordinated UAT Execution
* Messaging Queuing Validation and Triggering of Adaptors

**S&P Global (New York) Feb 2018- Feb 2019**

**Test Lead [End to End QA Lead/Buisness Analyst]**

* Requirement Gathering
* Authoring User Stories
* End to End Testing - Salesforce, Zuora and Oracle -Creation of Quotes in Salesforce, Billing validation in Zuora and Invoice Validation in Oracle ERP.
* Creation/Deletion/Renewals/Amendment of Quotes for Market Intelligence and Platts Business Unit
* Validation of Performa Invoice
* Processing Quotes with highly used product in Salesforce with proper Business validation for different Legal Entity and Billing frequency.
* Creation of Account, Contact, Opportunities and Quotes for different Legal Entity with different Bill to Ship to.
* Validation of Tax rates in Vertex and SFDC
* Amendment/Renewal of Quotes for different Legal Entities with different Bill to and Ship to for monthly, Quarterly, Semi Annual and Annual Billing frequency for Platts and Market Intelligence Business Unit
* Validation of Subscription in Zuora for the Quotes booked in SFDC.
* Creation of Amendment and Renewal Quotes
* Contract Management and Deal Management for Business Unit Market Intelligence
* Validation of Notifications and Reports with Proper Profile.
* Processing and Validation of Trial Quotes and Extended Trial with Approvals.
* Validation of Approvals for the Quotes in Salesforce as per Approval rules.
* Validation of Functional, Integration and Regression Test Cases.
* Validation of Tiered Pricing and Discounts
* Validation of product bundles.
* Troubleshooting the Prod issues for Platts Business unit
* Risk Items (User stories impacting End to End)
* Use cases provided by both business units (MI & Platts)
* Validation of All FRICEW Objects (Forms, Reports, Interface, Conversions, Extensions and Workflow)
* Role Based Testing - using Profile and Roles in Salesforce
* Conversion Testing
* Fulfillment Testing

Accountabilities

* Preparing Test Strategy and Test Plan
* Attend Daily Stand up and Scrum meeting.
* Walk through Test Strategy and Test Plan
* Preparing Test Data required for Test Execution
* Review of Test Scenarios and Test Cases
* Managing Offshore Team
* Executing Functional, Regression and End to End Test cases
* Walk through of Test Cases and Test Scenarios to Business and IT
* Ensuring the Quality of Testing Activities to maintain Client Standards.
* Discuss Defects in Triage Call
* Logging Defects in VSTS
* Sharing Daily Status Execution Report with IT, Business and Project Management Team

**Honda R&D Americas, Inc, Raymond, OH Feb 2017- Dec 2017**

**Test Lead**

* Flashing of Firmware for Meter using Yokogawa Net Impress tool.
* Flashing of Firmware for Amplifier using Atmel-ICE driver.
* Flashing of Firmware for Tuner using J flash.
* Flashing of Firmware for TCU and Touch Pad.
* Prepared TJBA benches
* Executed Health Check Test Cases for Navigation, B Zone, Wi fi and OTA after every alternative week.
* Attends Daily Stand Up Meet
* Reviewed Test Cases for Navigation, OTA, Meter Misc., Wi fi and Seat Control.
* Attends Daily Defect Triage meet.
* Executed Test Cases Associated with Navigation, AM tuner, Wi fi, OTA, Dealer Diagnostics, Settings App and B zone.
* Logged the Defects in JIRA
* Discussed the Defects in Triage
* Executed End to End Scenarios

**General Motors, Detroit, MI Jul 2015 - Feb 2017 Test Lead**

* Leads team of Testers in Business Process
* Assigns daily tasks
* Attends Daily Stand Up meeting.
* Attends Sprint Review and Sprint meeting.
* Authored Test Scenarios and Test Cases for Appshop, Accounts, Connections and 3rd Party App.
* Creating and Update of Vin information, Account and Contact detail with 3rd Party App in Salesforce.com
* Validating Customer related information in Salesforce.com
* Validating the Account, Contact and App details in Salesforce.com with proper roles and profiles
* Validating Notifications and Reports in Salesforce.com
* Configuring the Reports and validating the same.
* Maintaining Payment details in Salesforce.com and validating the same for ACH, Credit card.
* Attends Daily Defect Triage meet.
* Executed Test Cases Associated with Appshop, Accounts, Connections, Device
* Registration, and 3rd Party App like AYS
* Logged the Defects in ALM
* Discussed the Defects in Triage
* Capture Screenshots, log files
* Domain Experience in Navigation/Bluetooth/Multimedia.
* Identify and communicate testing gaps within test team.
* Compiles and Reports daily test results to Test Project Manager Trains team members in test best practices Attends sessions to write test scenarios
* Develop Requirements Traceability Matrix (RTM)
* Desire to work in a fast paced, highly integrated, technology environment Executed End to End Scenarios
* Purchased Data Plan for Accounts and Connection App
* Shared Daily Status and Weekly Status Report with Stakeholders, Business, IT In Vehicle Testing Executes Customer Experience Test Scenarios e.g.: Driver Distractions Data Billing Testing OTA Testing

**General Motors, Detroit, MI (US) April 2013 - June 2015**

**Test Lead**

* Responsible for Execution of Manual Test case
* Responsible for Test Execution, Test case development (manual), modifications /enhancements, test case review, end to end support for simple applications and for bugs and test bed issues.
* Monitors and escalates risks to PM, checks for schedule adherence to all milestones and assists the Test Manager in preparing final test report.
* Defect reporting, impact analysis, analyzing test results and troubleshooting issues
* Prepare traceability matrix.
* Analyze test requirement and product specifications, analyze test tools and develop test plan.
* Preparing the Requirement Tractability Metrics, Test Strategy, Test plan
* Proactively finding the impacted areas and suggesting solutions. Identifying new scope items and providing Estimation for the same. Identifying and Authoring Scenarios and Test Cases
* Walk through of Test Cases and Scenarios to Business and IT Ensuring the Quality of Testing Activities to maintain Client Standards. Providing support for UAT, FPR and Go Live
* Discuss Defects in Triage Call
* Sharing Daily Status Execution Report with IT, Business and Project Management Team Review of Test Scenarios and Test Script

**CISCO, San Jose Feb 2010 - October 2012**

**End to End Test Lead**

* Review of Test Scenarios and Test Cases.
* Walk through of Test Cases and Test Scenarios to Business and IT
* Execution of Test Cases and Sanity test
* Managing Offshore team
* Monitoring the Raised Defect and Responsible for Closure of Defect
* Ensuring the Quality of Testing Activities to maintain Client Standards.
* Defect reporting and defect impact analysis Sharing Daily Execution Report with IT, Business and Project Management Team

**Wipro, Bangalore (India) Dec 2008 - Sep 2009**

**Integration Lead**

* Review of Test Scenarios and Test Cases.
* Walk through of Test Cases and Test Scenarios to Business and IT
* Monitoring the Raised Defect and Responsible for Closure of Defect
* Ensuring the Quality of Testing Activities to maintain Client Standards.
* Defect reporting and defect impact analysis Sharing Daily Execution Report with IT, Business and Project Management Team

**Project Engineer Sep 2007 - Nov 2008**

**Wipro, Hyderabad (India)**

* Authoring High Level Scenarios and Test Cases Logging Defects.
* Peer review of Test Cases.
* Execution of Test Cases
* Actively Participated in Triage
* Worked with Development team for Resolution of Defect

**Skills & Specialization**

Salesforce CRM, Microsoft CRM testing, Integration testing, Functional testing, Regression Testing, End to End Testing, lead to cash, Order to cash, Oracle ERP supply chain, Application testing, Web application testing, Infotainment Testing, Ecommerce, Salesforce CPQ, Oracle CC&B, Zuora testing

**Tools**

HP Quality Center, VSTS, GUS, JIRA, Zephyr, Qualcomm QXDM & QCAT, ATT Can Tool Database: Oracle SQL,

SOQL (Salesforce Object Query Language)

**Education**

BE Computer Science -SDMCET Dharwad.

University - VTU Belgaum.