

MIDHAN M

Salesforce Certified Administrator & Platform App Builder

Quality Assurance | Testing | Service Cloud Support | Data Migration

Industry Preference: IT

Location Preference: Chennai

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PROFILE SUMMARY

- ❖ **Forward-focused Salesforce QA Specialist**; offering **nearly 9 years** of rich experience in **Quality Assurance, Testing, Business Analysis, Data Management & Modelling and Project Management**
- ❖ Leveraged skills in end-to-end project planning & implementation from scope management, to activity sequencing, effort & cost estimation, risk analysis to quality management in line with companies' guidelines & norms using **Salesforce & SAP**
- ❖ Rich experience in **coordinating with Business Analysts & Development Teams** to assess requirements and engage in project review & status meetings
- ❖ Hands-on experience in **designing, tracking & disseminating metrics** to monitor software quality
- ❖ Excellence in **partnering with the team and internal business stakeholders** to create Salesforce reports & dashboards
- ❖ Hands-on experience in **responding to Salesforce user requests**, assisting in developing solutions to address business needs and performing frequent data quality checks to **ensure Salesforce data is accurate**
- ❖ Contributed in **providing recommendations on improving existing business processes** using Salesforce technology
- ❖ Rich experience in **creation of profiles & permissions documentation, governance framework, data mapping** and reporting & dashboard building in **Salesforce/ SAP**
- ❖ Gained exposure of **working as an end-user for ServiceNow** to raise ticket for the customization
- ❖ Created various score cards and reports for benchmarking and measuring various business projects; expertise in analyzing huge data points and driving new business opportunities
- ❖ Excellent data skills, including the ability to analyse, visualize & present data in a clear and concise manner

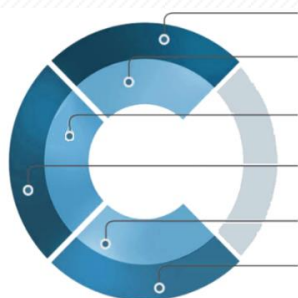


CORE COMPETENCIES

- | | | |
|--------------------------|--------------------------------|------------------------------|
| Quality Assurance | Project Management | Requirement Elicitation |
| Business/ Data Analytics | Data Migration | Budgeting & Cost Control |
| Automation Functions | Client Relationship Management | Defect Tracking & Validation |



TECHNICAL SKILLS



SAP MM

Power BI

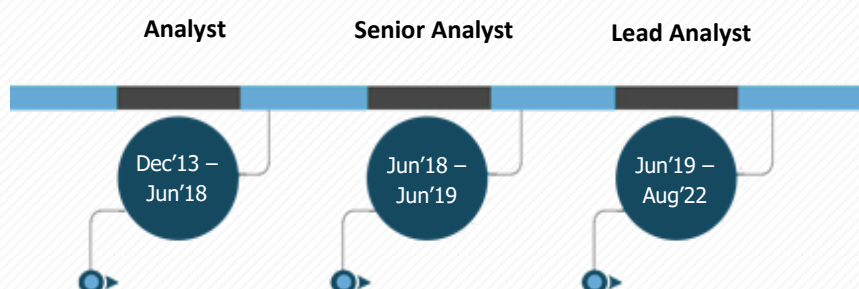
ServiceNow

Salesforce Admin

Service Cloud



GROWTH PATH AT HCL TECHNOLOGIES LTD.



EDUCATION CREDENTIALS

- ❖ **B.E. (ECE)** from Anna University, Chennai; 2012
- ❖ **12th** from Govt. Hr. Sec. School, R.K Pet; 2008
- ❖ **10th** from Govt. Hr. Sec. School, R.K Pet; 2005



CERTIFICATIONS

- ❖ Salesforce Certified Administrator
- ❖ Salesforce Certified Platform App Builder

Key Result Areas:**As Lead Analyst – Salesforce Service Cloud:**

- ❖ Rendering routine support related to Salesforce.com application by identifying issues, determining & executing appropriate resolution, and communicating the same to customers
- ❖ Have been part of all Design/requirement level meeting of Merging SAP with Salesforce
- ❖ Prepare Test case based on Requirement
- ❖ Performing UAT& Regression Testing for every modification made as per enhancement of requirements
- ❖ Raising clarifications with the business team in Scrum calls
- ❖ Preparation of High- and Low-Level Test Scenarios
- ❖ Test Execution and Defect logging, tracking defects and retesting
- ❖ Identifying regression cases and test execution
- ❖ Extensively performed manual testing process to ensure the quality of the application.
- ❖ Executing integration with third party application and mapping the objects & fields
- ❖ Creating & managing custom objects, fields, page layouts, search layouts, list views, record types and pick lists among various fields
- ❖ Managing administrative functions including user account maintenance, reports & dashboards, workflows and other routine tasks
- ❖ Maintaining, enhancing & creating workflows, functions & configurations within the Salesforce.com environment
- ❖ Working on profiles, roles & permission sets to achieve data security
- ❖ Defining workflows for case support, case assignments and approval process
- ❖ Generating reports and creating dashboards to present the outcomes to the client
- ❖ Mentoring team members to ensure project is completed on time and reviewing work done by the team

As Senior Analyst –SAP:

- ❖ Coordinated with Clients, Business Analysts & Offshore Team; prepared test plan & approach-based business requirements
- ❖ Led & provide appropriate knowledge transfer to offshore testers to assist in efforts; developed & maintained test data as necessary to support testing efforts
- ❖ Worked on cases & reports entities in Service cloud application
- ❖ Verified & validated inbound emails as converting cases and confirmed the assignment rules of cases
- ❖ Validated the pick list values based on the record type layouts; followed the Scrum (Agile) SDLC approach to implement the project
- ❖ Engaged in validating the user story using JIRA
- ❖ Member of Salesforce IT Support Team to perform RCA of the problems & incidents
- ❖ Engaged in building reports & dashboards and presenting the same
- ❖ To involved complete life cycle of a data migration from Salesforce to SAP
- ❖ Extensively used SAP Best practices load the data

As Analyst – MIS:

- ❖ Generated monthly report on Right First-Time Requests and published the same to all division stakeholders
- ❖ Prepared monthly report on business team's quality on all requests received
- ❖ Maintained client database for data related to details supplier trading terms
- ❖ Created & maintained macro files as per the client requirements
- ❖ Conducted Data Cleansing on projects received from various stakeholders
- ❖ Worked on team's productivity tracker and prepared related dashboards

Accomplishments:

- ❖ Acknowledged **Outstanding Performer** during HCL Achievers League Ceremony for 5 consecutive years (2016 – 20)
- ❖ Conferred with **Spot Award** in 2014 for exceptional performance in a project delivery
- ❖ Recognised with **Above & Beyond Award** for period of Jan'15 – Jun'15 in 2016
- ❖ Created timelines, release plans as well as their subsequent production rollout of Salesforce System using Timeline Chart
- ❖ Provided support in configuration of Salesforce system and created business rules
- ❖ Interacted with other system experts for defect analysis in case of multi-application related errors
- ❖ Customized Salesforce.com (SFDC) fields, page layouts, record types, validation rules, workflow rules, reports & dashboards
- ❖ Extracted data from the database as well as provided the Woolworth client with ad hoc MIS reports as per requirements
- ❖ Created important documentation such as HCL on behalf of the company
- ❖ Pivotal in expanding the market for Salesforce division by proposing migration of Salesforce to SAP

**PERSONAL DETAILS****Date of Birth:** 5th June 1990**Languages Known:** English and Tamil**Mailing Address:** 2 / 199, Big Street, Thumbikulam Village, Tiruttani – 631212