



## **MRUDULA KONAM**

**Salesforce QA/Salesforce Administration**

Mrudula.konam@gmail.com | 408.332.2454 | US Citizen

**Software professional with over 5 years of experience in the area of testing.** Successfully completed complex projects for ATM Banking domain with diversified vendors such as Wincor, NCR, Diebold and Hysoung. Expertise in the Test planning, development/execution of Test Cases and Defect reporting. **6 Years** of extensive experience in **Salesforce platform**

### **PROFESSIONAL EXPERIENCE:**

- Experience in **Agile/Scrum** practice and Waterfall methodology to deliver high quality products without slipping issues into production.
- Experience in contributing to Agile ceremonies - **Sprint Planning, Daily Scrum/Stand up**, Sprint Review and Retrospective.
- **Experienced in Functional testing, Regression testing**, reviewing and analyzing business requirements and writing detailed Test Strategies, Test Plans and Test cases.
- Worked with Test Management tools like HP Quality center (ALM) and JIRA for Agile boards, **Bug Tracking and Reporting**.
- **Provided direct support to Salesforce users during UAT.**
- Knowledge on SFDC **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.**
- Knowledge in **Data Migration** from Legacy systems to Salesforce using **Import Wizard** and **Data Loader Utility**. **Acquainted with Salesforce.com sales** policies and procedures.
- Experienced in analyzing business requirements, Entity Relationship diagram and applying them for validating Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
- Expertise/knowledge in different types of testing like **Manual testing, Integration testing, System testing, Smoke testing, Regression testing, Black box testing, Functional testing, Database testing, ATM GUI testing, Web / UI and User Acceptance Testing.**
- Experienced in reviewing test plans, test cases and scenarios; **proficient in test execution, defect reporting and QA status reporting.**
- Knowledge on Test Automation with tools like Accelq
- Knowledge and experience with **Webservices testing which include SOAP Web Service and RESTful Web Service** Testing using **Postman** and **reviewing logs in the Linux server using putty.**
- Experience in reviewing logs to investigate issues found during testing and create defects with supporting data for easier debugging and resolution of the defects.
- Experienced in **Back-End testing by writing/executing SQL SELECT queries** to ensure data accuracy and integrity.
- **Good knowledge of Salesforce Cloud platforms for Sales and Marketing domains. Completed certifications for Sales Cloud Admin and Marketing Cloud email specialist**
- Worked **collaboratively with Developers, Business Analysts and other team members in testing complex applications and in the overall enhancement of software product quality.**
- Ability to work in a team environment. Good communication and interpersonal skills.

**Salesforce Certifications:-**

- **Salesforce Certified Administrator**
- **Email Specialist**

**Education:**

**Master of Computer Applications, Chennai, Sathyabhama, 2004**

**TECHNICAL SKILLS:**

Project Methodologies	Agile/Scrum, Waterfall
Testing Tools	Outside View, Selenium, QTP, Postman, AccelQ
Languages	C, SQL
Database	MySQL, Oracle, SQL Server
Browsers	Internet Explorer, Mozilla Firefox, Google Chrome, Safari
Operating Systems	Windows 7/8/10, LINUX, Unix, ATM, Tandem
Defect Tools	HP Quality Center, JIRA, Clear quest
MS Office Tools and other tools	Outlook, MS Word, MS Excel, MS PowerPoint.
Salesforce	Salesforce Admin Certified, Marketing cloud Email Specialist Certified

**PROFESSIONAL EXPERIENCE:**

**Client: Wells Fargo**

**San Leandro, CA**

**Role: Salesforce QA/Salesforce Admin**

**[June 2016 – Dec 2021]**

**Responsibilities:**

- Participated in Review/Requirement Analysis and Design review **meetings**.
- Involved in creating **Test scenarios, Test cases, Test data, Test procedures, Test reports**. Involved in **Web services** testing using Postman.
- Managed user stories and tasks using **JIRA** as tracking tool for Defect **tracking** and **reporting**.
- **Creation of custom objects, page layouts, custom tabs, record types, email templates, validation rules and setting up external organization-wide defaults for the related custom objects.**
- **Worked with the end users onsite to walk through the new application.**
- **Tested Salesforce lightning component framework custom pages and its performance.**
- Worked with the Data team on validating the data flowing in and out of Salesforce.
- Worked with Integration team for **testing the Realtime sync of data with third party applications.**
- **Tested the features release into production after every monthly release.**

- **Worked in complete Agile methodology** and interacted with business to explain everything going into the release.
- Created and maintained testing documentation including but not limited to **Test Plan, Test Summary, Requirement Traceability Matrix, Defect Summary Report and Root Cause Analysis**
- Successfully wrote and executed **Smoke, Functional, End-to-End testing**, as well as systems integration, **UI, ADA compliance, and backend testing using SQL queries**

**Client: Wells Fargo**

**San Leandro, CA**

**Role: Salesforce QA/Salesforce Admin**

**[Sep 2015 – May 2016]**

**Responsibilities:**

- Review the **Business Requirements** and closely work with the Business Team to get the clarifications addressed.
- Reviewed product requirement documents, functional specifications, and involved in developing test strategy, **test plan** and **test case** documents.
- Created Test Scripts in **SOAP UI** for Testing Web Services.
- Managed user stories and tasks using **JIRA** as tracking tool for Defect **tracking** and **reporting**.
- Validate the data generated in tables by performing **Backend Testing**.
- Involved in writing SQL queries
- Interacted with team and developers to **review** test cases/test scripts.
- Performed System, Integration, **Smoke, Sanity, Functional, End to End, Positive and Negative** and monitored the behavior of the applications during different phases of testing using testing methodologies.
- **Creating users, roles and profiles and creating changes sets, Reports and dashboards as a Salesforce System Administration.**
- Creating **custom objects** depending on the requirements of the client.
- Creating **email-to-cases, automated-responses, assignment rules, email alerts and templates** for Case Management.
- Working on **page layouts, list views, custom reports, and record types**.
- Working in multiple sandboxes for development and testing and involved in migrating the code to production instance in installments.

**Client: Soft CORP solutions**

**Sydney, Australia**

**Role: System QA Analyst**

**[May 2010 – Aug 2015]**

**Responsibilities:**

- **Writing requirement Document**, Program Specification, Complete solution Description, Reviews.
- Manually tested all the CICS applications and **stored the results in the Quality Center**.

- Supporting the application for **User queries and production Support**.
- Review the **Business Requirements** and closely work with the Business Team to get the clarifications addressed.
- Reviewed product requirement documents, functional specifications, and involved in developing test strategy, **test plan** and **test case** documents.
- Created Test Scripts in **SOAP UI** for Testing Web Services.
- Managed user stories and tasks using **JIRA** as tracking tool for Defect **tracking** and **reporting**.
- Validate the data generated in tables by performing **Backend Testing**.
- Involved in writing SQL queries
- Interacted with team and developers to **review** test cases/test scripts.
- Performed System, Integration, **Smoke, Sanity, Functional, Regression, End to End, Positive and Negative** and monitored the **behavior of the applications** during different phases of testing using testing methodologies
- Involved in executing the Integration, Regression and System Test cases and stored the results in Test Director.
- Provided production support for the changes implemented.
- Participated in status **meetings and project release meetings**.
- Responsible for creating a report for code review, analysis, and quality assurance.