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## Profile Summary

Domain/ Sub-Domain –

* Salesforce Sales cloud/Service cloud, Marketing cloud, CPQ
* Healthcare
* HRMS
* Finance
* Mortgage

Education –

* Bachelors in Technology (IT) in

MDU 2011.

Certification -

* Certified Scrum Master (CSM)
* Salesforce ADM-201
* Salesforce Advance ADM-301
* ISTQB

Name: Rohit Gupta

Scrum master/QA lead

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| CSM certified, Innovative and solutions focused IT professional, specializing in leading high-performing and multi-disciplinary teams from product development through successful product launches. Accustomed to managing multiple projects and priorities in fast-paced environments. Total experience of 8+ years with 7+ years of Salesforce Testing/Configuration experience with 3+ years of Project management experience and 2+ years of Scrum Master experience. |

## Technology Proficiency

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| **Salesforce Technologies** | Standard objects, Workflow & Approvals, Apex Data Loader, AppExchange Products, Reports, Dashboards, CPQ and Testing, Sales cloud, Service cloud. |
| **Salesforce Tools** | Force.com Migration tool, HP-QC, JIRA, Force.com Platform, Sandbox and Production, Apex Data Loader, Dataloader.io, Developer console, Workbench, Apex triggers, SOQL, SOSL. |
| **Skill**  | Business process improvement, Salesforce testing, change management, Requirements gathering, Agile methodologies, Iteration/Sprint Planning Meetings, Tasking Meetings/Retrospectives, Trackwise digital. |
| **Others** | MS Excel, JIRA, Confluence, User stories, Burn down chart, Workday, NetSuite, SSO, Azure |
| **Methodologies** |  Agile Scrum, Kanban |

## Professional Experience

* I have worked Salesforce QA lead in Estuate Software Pvt. Ltd from Oct. 2018 to March 2020, Bangalore. In addition, I have worked as Scrum Master/QA lead in hCentive, Inc. from Aug.2018 to Oct.2018 Bangalore.
* I have worked as Senior Salesforce Analyst in McGraw Hill Education from Sept.2016 to July.2018 Noida.
* I have worked as Senior Salesforce Analyst in iBoss Tech Solutions Pvt. Ltd from Dec.2014 to July.2016 Noida.
* I have worked as Senior Analyst in India info soft Pvt. Ltd from July.2011 to Dec.2014 Noida.

## Work History

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| **Name of the Project : Sparta ASPEN (Track wise digital)** |
| Duration | Oct 18– March 2020 | Role | Salesforce QA lead |
| Project Type | Application Development/ Support  | **Technology** | Salesforce.com platform, CMS-Next, IQ, Jira, Confluence, Mobile App1, FSL, SOQL. |
| My Responsibilities | Extensive experience in Scrum Master/Agile coach role for a software development team and training and mentoring new Agile / Scrum teams and individuals.Extensive experience in Agile techniques such as User Stories, Test Driven Development, Continuous Integration, Continuous Testing, Pairing.Handling Cases, Queues, BAU task and support with Knowledge base and self-services portal like community. Experienced in Data Migration using Apex Data Loader and custom wizard. In-depth knowledge of Jira, Confluence.Experience in FSL data model (Work Orders, Service Appointments, Service Resources, Territories, etc)Worked on Service Rules and Objectives in support of Field Service business processesInvolved in Salesforce Release management activities like Sign off and Monthly releases, understand current process functioning in the different divisions and applications. Worked on objects like Account, Contact, leads, Samples and Opportunities (Classic and Lightning both). Created test plans, test cases using Test JIRA.Various Pricing factors like Variance pricing, Volume based pricing attribute bases pricing Involved in end to end QA and UAT testing and validation of CPQ including Products, Price, quoting etc. Create Profiles and Role hierarchy of Child org in Parent org. |

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| **Name of the Project: MHE Digital (SFDC\_INTL)** |
| Duration | Sept 16– July 18 | Role | Senior Salesforce analyst  |
| Project Type | Application Development /Maintenance  | **Technology** | SaleForce.com platform, Apex Data Loader, Eclipse IDE,SOQL, Salesforce packages, LIID, JIRA, Mobile App1 |
| My Responsibilities | Facilitate Daily scrum, Sprint Planning, Sprint Demo and Sprint retro meetings.Coaching the team on Agile principles and processes.Track and remove internal and external impediments for the scrum team.Facilitate the Grooming sessions with product owner, to build product backlog.Facilitate and plan for Go-live activities.Track and report Scrum team Velocity.Designed & Developed high-level test cases, Integration testing, extensions for various functional needs in the application.Handling Cases, Queues, BAU task and support with Knowledge base and self-services portal like community. Experienced in Data Migration using Apex Data Loader and custom wizard. Configuration and administration of Salesforce.com enterprise editionsMaintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.Conducted training on all Salesforce related systems to sales and marketing teams.Created training materials based on business requirements.Provided support to 150 Salesforce users worldwide and acted as the primary point of contact for end-user support. |

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| Name of the Project: Novo-Sales (Salesforce-ERP) |
| Duration | Dec 15– July 16 | Role | Salesforce Admin/ Analyst |
| Project Type | Application software  | **Technology** | SaleForce.com platform, Data Loader, SOSL, Data migration tools, Connect U,QC,CPQ |
| My Responsibilities | Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader, Admin Garage and Dataloader.io.Handling Cases, Queues, BAU task and support with Knowledge base services. Created and updated users, reports and dashboards to track pipeline/stages for management visibility, while integrating App (applications) to Salesforce accounts such as Outlook, CPQ & Pardot.Performed user & administration training sessions for clients to utilize Salesforce and respective programs.Managed ongoing support request and administrative needs of usersMonitored teams adoption rates and responded as needed providing them with training sessions, communication and documentation as needed.Provided support to 150 Salesforce users worldwide and acted as the primary point of contact for end-user support.Configured page layouts, workflows, document templates, record types, & data fields.Managed multiple sandbox environments |

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| **Name of the Project: BMW (Rate and Forms)** |
| Duration | Dec 14 – Nov 15 | Role | Salesforce Analyst |
| Project Type | Application Maintenance  | **Technology** | Salesforce, Apex Data Loader, Eclipse IDE, Connect Leader, tableau. |
| My Responsibilities | Analyzed business requirements, use case documents, functional specs.Created Field mapping document for various objects like Accounts, Contacts, Tasks, Opportunity, LeadPrepare DSR (Daily Status Report) and WSR (Weekly Status Report).Migrate Child org Reports, Report types, Dashboards, Email templates to Parent org using Eclipse IDE.Worked on BAU task and profile Updates.Prepared Test Scenarios and Test Data.Executed Performance script and Prepared Performance report documentReported bug found during Regression, Functional & GUI Testing-using JIRA. |

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| **Name of the Project: Elastic (LOC)** |
| Duration | Dec 14 – Nov 15 | Role | Salesforce Analyst |
| Project Type | Application Support/Maintenance  | **Technology** | Salesforce, Apex Data Loader, Eclipse IDE, Connect Leader, tableau. |
| My Responsibilities | Analyzed business requirements, use case documents, functional specs.Created Field mapping document for various objects like Accounts, Contacts, Tasks, Opportunity, LeadPrepare DSR (Daily Status Report) and WSR (Weekly Status Report).Migrate Child org Reports, Report types, Dashboards, Email templates to Parent org using Eclipse IDE.Worked on BAU task and profile Updates.Prepared Test Scenarios and Test Data.Executed Performance script and Prepared Performance report documentReported bug found during Regression, Functional & GUI Testing-using JIRA. |