**SHIVAYOGI .R. AIHOLLI**

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**S**ALESFORCE **T**EST **L**EAD - **M**ANAGER

### |Sales - Service Cloud| Team Leadership | Sales force CPQ|Apttus CPQ CLM|Steel brick|

## **Direct Sponsorship by Dutch company in Netherlands (Amsterdam) EBAY.NL with resident permit HSM (Highly skilled Migrant) VISA**.

Deadline oriented Software Sales force Test Manager with more than 13 years’ experience and 10 years in Sales force domain Sales and Service cloud ,CPQ &Apttus CPQ,CLM, Order Management, Steel brick expertise & 03 years in to Ecommerce, Insurance, Healthcare, Adept manual tests automated tests quality assurance programs preferably Selenium (web driver) with SFDC application

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PROFILE SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Sales force Test Manager / architect Excellence in: (Manual & Automation)**

* Skilled in Sales force Functional Manager with Sales & Service cloud and planning and authoring test documents, managing the quality assurance program specifically SFDC in the organization with verticals like Apttus CPQ/CLM/QTC/ SteelBrick CPQ, Ecommerce, Retail, Healthcare, Security domains.
* Comprehensive knowledge of Software Testing Life Cycle, Manual and Automation Testing
* Hands-on experience in working on Sales force, Web Based, Client/Server, DB, Security Testing, SOQL, SOSL, ALM, Software Planner, Serena(Cisco)Tool, JIRA Rally, Magento, DataLoader ,fogbug ,Fladder.
* Spearheaded the design and led the test strategy and test plan for all projects; completed review activities such as requirements review, design review, test strategy review and test case review
* Taking part in requirement gathering sessions, customer-facing presentations, end-user training
* Leading workshops and gathering requirements, Translating business language into technical requirements
* Produce mock-ups, data models diagrams, process flows, and slide presentations
* Produce quality deliverables within hard deadlines under minimal guidance
* Developing / Managing Salesforce team onshore and offshore to meet deadlines
* Assigned task to all Testing Team members and ensure that all of them have sufficient work in the project
* Keep track of the new requirements / change in requirements of the Project.
* Escalate the issues about project requirements (Software, Hardware, Resources) to Project Manager
* Attend the regular client call and discuss the weekly status with the client
* Act as the single point of contact between Development and Testers.
* Track and prepare the report of testing activities like test testing results, test case coverage, required resources, defects discovered and their status, performance baselines etc.
* Review various reports prepared by Test engineers, Ensure the timely delivery of different testing milestones.
* Prepares / updates the metrics dashboard at the end of a phase or at the completion of project.

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**Since September’ 15, 2018 TO December 31st, 2019, associated with eBay classifieds groups @ Amsterdam office EUROPE via Exterus.BV. NL- Direct Payroll & Sponsored (whole family) by Dutch company**

Designation: Sales force Test Manager (Manual & Automation)

Domains: Salesforce.com, SalesCloud,Service Cloud, Apttus, CPQ, SteelBrick CPQ.CLM.

**Significant Accomplishments: ONSITE @ Ebay.NL , Amsterdam Up to 16 months**

* EBay classifieds group (Europe) as Sales force Test Manager (Manual & Automation)and responsible for releasing successfully for Netherland top giant (Marktplaats.nl) Germany, Australia, Belgium, Denmark.
* Participated Techno Functional Implementation of Mule Soft integration / Workshops.
* SME- Apttus CPQ/CLM @ IBM India(Sales force Garage), Mentoring new resource/Hiring
* Solutioning on different projects @ IBM in SFDC projects/estimation (France At&T)
* Verizon-connect, Assisting / solution on GPS fleet management system
* Worked on over 14+ Salesforce projects (Sales Cloud & Service Cloud, Community cloud)
* Test Case automation with Sales cloud of SFDC functionality specific to the project, SIT, Sandboxes
* Sales force CPQ billing, Quote to Cash via Tract Order billing system with API like Postman, SOAP calls with data warehouse like altation/ inbuilt orchestration layer system.
* Participated as core Functional implementation of Sales force integration to Mule soft via third party response to Tract billing system with plug ins to deluge of API call out.
* Sales force end to end project with techno functional implementation using customization, integration using Apttus CPQ/CLM/also Apttus X-Author (Contract and template)
* Apttus CPQ configuration by new adding products, price list, product categories ,sub categories, Batch update, Criteria update on new price list
* Interacted with various business user groups for capture/modeling methods such as User Stories, Use Cases and Process Maps and Demonstrable track record of business analysis, including product backlog and version control management
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com SFDC and using other Platform based technologies like Visual force and Force.com
* Own the test automation strategy and lead the Automation Testers by promoting this vision throughout the test community also Running the Automation script and maintaining the script (Selenium web driver)
* Working with QA Lead to understand the bi-weekly metrics demonstrating delivery levels and productivity output and seeks out areas of process improvement
* Propagates Behavior driven development and encourages the team to improve test coverage and automation of unit and integration test
* The Candidate will promote and support best practices and proactively takes measures to ensure direct reports are well supported and challenged, ensure each team member is contributing at or above their individual assigned roles and that they have the necessary knowledge and tools
* The QA Lead owns the delivery of testing for assigned Projects and releases through the testing lifecycle/Agile process, designing, maintaining and executing test cases within project timelines, reporting on test progress, logging /reporting defects, and supporting user acceptance testing
* Owns and runs with release tasks and collaborates with release management and BA/QA teams to make sure production releases are performed with high levels accuracy
* 8+ yrs working with JIRA, ALM, Software Planner, Rally or other Project/Test Management Tools

**STLC, SDLC, Devops with (Fully Agile) Worked @ SALESFORCE.COM, INDIA,BANGALORE**

CRM App's & Std Tools including Serena (Cisco), JIRA, Rally, Quality Center, Software Planner developing and implementing test plans, test estimation and test processes fueling swift corrective actions, significant cost savings and fault-free audits, Excel in running automated Selenium scripts to pinpoint software defects, Debugging code (white box).

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_KEY PROJECTS HIGHLIGHTED\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Since Oct’6 2014 with IBM India Pvt Ltd, Bangalore as SeniorSFDC QAManager (Apttus CPQ, CLM,QTC)**

Clients:Netapp India Pvt Ltd (Oct-2014 Aug 2015)

Clients: Global Foundries(Aug-2015 to Nov 2017)

Clients: Face Future ABB customer Experiences(Nov 2017 to September 2018)

Project: Netapp On Ramp SalesOps ,Form Management System, Face Future ABB customer Experiences

**Significant Accomplishments:**

* Led a high-performing SFDC Test/BASales &Apttus (CPQ) ABB&on/offshore Team of 09 personnel through all phases of application with CMM Level Standard agile process with scrum development at Netapp; ensured that information systems, products, and services met or exceeded organization/industry quality standards and end-user requirements
* Managed offshore QA resources for ensuring timely project completion; developed quality standards through participating in the initial software development stages; validated as individual contributor role and enhanced the existing QA plan and strategy
* Prepared, designed and led the Test Strategy and Test Plan for all projects; reviewed activities such as Requirements Review, Design Review, Test Strategy Review and Test Case Review
* Rewarded with a Letter of Appreciation from Client -Global foundries with ratio of 1:8
* Successfully worked on onsite assignments for release planning; also, involved in product backlog meetings, product reviews and deciding upon further course of action, Triage meetings.
* Test estimation report, QA Process Checklist, Metrics, which was appreciated by the PM
* Attended the Daily Scrum meetings to review about the Burn down charts about Process
* Implemented best practices for both manual and automation for enhancing the performance of the team and maintaining pace with the current SFDC technological change and development subsequent environment like SIT, UAT
* Experience in Manual & Automated Testing of GUI and functional aspects of Client - server and Web based Applications on multiple levels of SDLC and Software Testing Life Cycle (STLC)
* To be involved in test automation strategy development for functional, regression, and regression and system tests
* Identify manual test processes and inefficiencies and improve them through automation
* Investigate and recommend tools to support continuous integration and test automation objectives and processes aligning to the overall test automation strategy
* Analyze product source code and work with development teams to propose and improve appropriate test strategies
* Drive best practice within test automation, supporting Automation Testers, identifying required skills and helping to drive continuous improvement in automation practices
* Be an evangelist to stakeholders about test automation, continuous integration, continuous delivery and agile practices
* Demonstrate a leadership role in ensuring that new and existing processes are aligned to test automation guidelines

Domain: Salesforce CRM, Sales&marketing, Sales cloud, Servicecloud, Semiconductor

Tools: Rally, ALM, Jing, Screens’’ matic, Selenium Web driver (TestNg)

**Sky-high Network Technologies ,Bangalore as Salesforce Functional Consultant from May’14 to Oct’14**

Project: DRO Convergence

**Significant Accomplishments:**

* Individual contributor, executed end-end Integration Test Various endpoints will be tested using Java Proxy Server, DRO Proxy Server
* Conducted User Acceptance Testing (UAT); supported clients during Testing Weeks to build and strengthen their confidence in products of Salesforce (Data Residency Options) using encryption and decryptions methods of algorithms using curl commands.
* Created comprehensive software testing plans that included resource requirements, schedule assumptions, and scope based on inputs from Development, Sales, and System Test Management which included coordinating test plans across multiple test organizations and facilities
* Holds the credit of conducting both manual & automation (Rational Robot, Silk Suite, etc.) testing
* Implemented the automated test suites for the web service application in Windows and MAC Environments
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Lead, Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Contents, Libraries, Quote, PDF(conga composer)
* Experience with test automation tools, including Selenium, JMeter

Domain: Salesforce CRM, DRO Convergence, Security,Service & Sales cloud.

Tools: Cases, Jira, Jing, Screens’’ matic, Selenium Web driver (TestNg)

**IMS Health care Analytics India Pvt Ltd, Bangalore as Sales force Engineer from Oct’13 to May’14**

Project:Aperture NEXUS, Novo Nordisk Inc

**Significant Accomplishments:**

* Led a high-performing SFDC Testing Offshore Team of 04 personnel through all phases of application
* Test estimation and Test Plan developed for Aperture Nexus, Novo Nordisk; reviewed activities such as Requirements Review, Design Review, Test Strategy Review and Test Case Review- Signoff of User stories by each resource.
* Successfully worked on onsite assignments for release planning; also, involved in product backlog meetings, product reviews and deciding upon further course of action, Triage meetings.
* Verify the records count, duplicate source to staging, staging to client database, joining with multiple tables, UI validation Using metrics calculation to Pull out result at performance analytics
* Initiate the specification, preparation, implementation and execution of tests, monitor the test results and check exit criteria Test Management & Defect tools: Quality center, traceability metrics, Minute of meeting
* Involved in bug fixing, Test closure, Troubleshooting SOQL & SOSLQueries, Force.com Data loader
* Assigning task for offshore team members and reporting deliverables and status update to QA manager and the Client manager
* Prepared detailed test plans and test cases which specifies testing overview and testing approach depending on the business and technical requirements.
* Involved in creating UAT script and execution.
* Involved in creating Test Plan and prioritize the daily and weekly deliverables and status update to QA manager and the Client manager and actively participate in team meetings and work progress meetings.
* Coordinating with team about technical aspects of work for the successful completion of a project

Domain: Sales force CRM, Healthcare

Tools: Quality Center, Jing, Screens’’ matic, Selenium Web driver (TestNg)

**Verndale Software Development Company, Bangalore as Sales force Engineer from Feb ’13 to Sep ’14**

Project: Titan Radius

**Significant Accomplishments:**

* Developed test cases for the new implementation of SFDC Functionality time based filled hours, Approvals leave, created objects and fields and applied Validation rules, Work flow rules, Triggers
* Configuring Email-2-Case and customizing the service cloud for various business support groups
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization
* Knowledge on Release Plan and used it in monthly releases (Enhancements, New configuration changes and Bug fixings)
* Responsible for creating Custom Objects, Custom Fields, Workflow rules, Record Types, Validation Rules, Auto Response rules, Assignment Rules and Escalation Rules

Domain: Sales force CRM, Digital.

Tools: Jira, Fogbug, Jing, Screens ‘O’ matic, Selenium Web driver (TestNg)

**Code Shop Software Pvt Ltd, Bangalore as Senior Software Quality Engineer from July ’12 to Feb ’13**

Projects: QANTAS-Airlines, Jeans west,AESOP,Bambini Printo

**Significant Accomplishments:**

* Learnt Selenium -during the project & updated the existing automation test script to reduce the execution time by 1/3rd. identify document software problems their causes rapidly discovering defects.
* Developed test cases for the new implementations & bug fixes various product releases.
* Developed the magneto backend Test case and Executed and logged the issue In JIRA
* Developed test estimation report & participated creation of test plan, Defect Report, conducted scrum's
* [Store Portal/PayPal](https://www.x.com/developers/paypal/products/paypal-payments-advanced) Payments:
* Jeans west would like to extend their current service offering to their customers by including the option to purchase products via the website in-store with the help of customer service staff
* Campaigns: Developed the campaign members, managing, Displaying & editing Campaigns, viewing campaigns, deleting campaigns, customizing campaign setup
* Reports: Validated the reports, worked with report builder, setting filters, Limiting report

Domain: Sales force CRM, Ecommerce, Healthcare, and Airline

Tools: Jira, Quality Center 11, Jing, Screens ‘O’ matic, IE-tester, Selenium IDE, Webdriver.

**Salesforce.com India Pvt Ltd, Bangalore as Associate Member of Technical Staff (AMTS) from Dec’2010 to Jul’2012**

**(Salesforce.com acquired Model Metrics 2011, Illinois, USA, Cloud technology, Mobility expert)**

[**https://www.salesforce.com/in/company/news-press/press-releases/2011/11/111114.jsp**](https://www.salesforce.com/in/company/news-press/press-releases/2011/11/111114.jsp)

Clients: Model Metrics Inc, Salesforce.com

Project: GUS, Hedrick & Struggles, Unisys Siebel replacement, Chicago Housing Authority (CHA), Intercall - Global Search

Domain: Sales force CRM , Sales marketing, Digital, Call center, Consulting, Healthcare

Tools: Smart bear (Software Planner), Serena (Cisco) certified Tool, Sales force internal Tool cases logging defect and tracking

**Project: GUS, Grant Unification Strategy, Sanfranciso-USA March-2012, July-2012**

Saleaforce.com Improving search functionality(GUS) as Authenticated and unauthenticated profiles From the header search box you can search more objects than sidebar search and advanced search, including articles, documents, products, solutions, and Chatter feeds, files, groups, & people. You can also search more fields than sidebar search, including custom fields, & long text fields such as descriptions, notes, & task and event comments. You can use wildcards, operators, and filters to refine your search. Global search keeps track of which objects you use and how often you use them, and arranges the search results accordingly. Search results for the objects you use most frequently appear at the top of the list& (Help and Training portal) Salesforce.com

**Significant Accomplishments:**

* Developed test cases for the new implementation of Sales force search Functionality & bug fixes with with up to (Sprint -6 releases) Documented a test case format, which was appreciated Scrum master & PM
* Executed system test cases & regression test suite on various operating systems, documented test report on-time for the delivery.
* Attended the Daily Scrum meetings to review about the Burn down charts about Process
* Interaction with Developer, Reviews/Defect call with Product Owner
* Reviewing and Providing Inputs for the test plan, Involved in Test closure activities
* Plan the tests including selecting test approaches, estimating the time, effort and cost of testing defining test levels. With Scrum Master, monitor the test results and check exit criteria.
* Initiate the specification, preparation, implementation and execution of tests
* Test suite/Defects logged in the GUS for Cases of Sales force &Smart bear(Software Planner)

**Model Metrics Inc, Development center. Dec-2010 to March-12**

**Hedrick & Struggles, Chicago, Illinois Dec-2010 to August-11**

Hedrick & Struggles International was established as a separate entity, encompassing all European operations. The two corporations reunited in 1999 to form the integrated global firm of today. That same year, Hedrick & Struggles International, Inc. (HSII) became a publicly traded company on the NASDAQ stock market. The beginning of one of the first executive search firms in the United States, a firm that would grow to have global representation and presence in every major industry

**Significant Accomplishments:**

* Engagements: As per client requirement configured the into H&S functionality
* Lead: Worked On “Sales” apps In Salesforce.com with creation of Leads, Managing, Generation leads assigning leads to account, Converting lead,
* Accounts: Created the Accounts, viewing with parent accounts, sharing accounts, changing ownership accounts Deleting account
* Contacts: Created the Contacts, cloning the contacts, sharing, displaying contacts, contact Roles
* Opportunity: Creation of opportunity, with respective accounts, deleting opportunity
* Dashboard: Creation of different type of Dashboards, with chatter
* Campaigns: Developed the campaign members, managing, Displaying & editing Campaigns, viewing campaigns, deletingcampaigns, customizing campaign setup
* Chatter:  Added Chatter tabs and groups to other apps
* Reports: Validated the reports, worked with report builder, setting filters, Limiting report

**Unisys Siebel replacement,** Chicago, Illinois Nov-2011, March-2012

Saleaforce.com Improving search functionality(GUS) as Authenticated and unauthenticated profiles From the header search box you can search more objects than sidebar search and advanced search, including articles, documents, products, solutions, and Chatter feeds, files, groups, & people. You can also search more fields than sidebar search, including custom fields, & long text fields such as descriptions, notes, & task and event comments. You can use wildcards, operators, and filters to refine your search. Global search keeps track of which objects you use and how often you use them, and arranges the search results accordingly. Search results for the objects you use most frequently appear at the top of the list

**Significant Accomplishments:**

* As a QA team member, Experience in Identifying scenarios and write test coverage Involved in updating/Editing the Test Cases and reviewing the same
* Lead: Worked On “Sales” apps In Salesforce.com with creation of Leads, Managing, Generation leads assigning leads to account, Converting lead,
* Opportunity: Creation of opportunity, with respective accounts, deleting opportunity
* Profile/Roles: Configuration for page layout, Marketing, Manager rules
* Accounts: Created the Accounts, viewing with parent accounts, sharing accounts, changing ownership accounts Deleting account
* Learnt Mercury Quality Center during the course of the project & ported the test cases, requirements from spreadsheets & word documents to Quality Center,

**Chicago Housing Authority, Chicago, Illinois May-2011, August-2011**

To ensure that CHA’s families receive relevant, timely, and comprehensive services, the Resident Services Department has contracted with 3rd parties to provide case management services to its Family Housing residents. Case Management Providers are assigned by geographic areas

**Significant Accomplishments:**

* Lead: Worked On “Sales” apps In Salesforce.com with creation of Leads, Managing, Generation leads assigning leads to account, Converting lead,
* Accounts: Created the Accounts, viewing with parent accounts, sharing accounts, changing ownership accounts Deleting account
* Contacts: Created the Contacts, cloning the contacts, sharing, displaying contacts, contact Roles
* Opportunity: Creation of opportunity, with respective accounts, deleting opportunity
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**Intercall - Global Search Enhancement (North America), Chicago, Illinois Sep 2011 to Jan12**

InterCall, the largest service provider in the world specializing in conference communications, wanted a global case management tool for customer service teams across the globe With Sales force CRM Sales already implemented, the company wanted to continue to leverage the time and cost advantages of cloud computing

**Significant Accomplishments:**

* Lead: Worked On “Sales” apps In Salesforce.com with creation of Leads, Managing, Generation leads assigning leads to account, Converting lead,
* Accounts: Created the Accounts, viewing with parent accounts, sharing accounts, changing ownership accounts Deleting account
* Contacts: Created the Contacts, cloning the contacts, sharing, displaying contacts, contact Roles
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**Maven Informatics Pvt Ltd, Bangalore as Software Test Engineer from Dec-2007 to Dec-2010**

Client: Rakya Technologies, Bagalkot

Project: Juelmin Insurance Services, EBOS (Onyx Industries), ERP PLUS-Petrochem, Urbana, Campus UAE,

Domain:Banking, Insurance,Payroll.net

Tools:Bugzilla, Team Foundation Server, Google Spreadsheet,Excel,Vlookup

**Juelmin Insurance Services, Dubai UAE**

JIS is a state of the art integrated system that addresses the complete business operations and needs of Insurance Company. JIS is a web based application developed with Microsoft's .net platform. JIS supports the following business functions in an integrated manner: Issue/Renew Motor Policy, Additional Cover Policy, Quad Bike Policy, SMS, Policies Prints, Company to company rate and details copy and Policy posting to account etc...

* This was a Web-based application that was tested on both Arabic/ Windows platform.
* Promoted from junior QA tester role within year of hire, recognized for developing excellent test plans/scripts and rapidly discovering defects with different browsers, Banking, insurance Projects
* Went through Functional requirements developed/Executed test cases & bug reporting & tracking

**EBOS (Onyx Industries), Dubai UAE**

EBOS is a comprehensive best in the class product, revolutionary in bringing about effectiveness in the operations of the Organization by integrating the various functions and workflow. I am responsible for building the package for the release to the internal testing, and effectively contributed in Alpha and Beta Testing by thoroughly understanding the RS and Preparing a well-suited test cases

Preparing Test Scenarios and Test Cases. Updated and Executing the Test Cases.

Involved in Deployment of code, recovery, Server backups, preparing the Help file

Involved in Client Interaction to solve the real-time issues

**ERP PLUS-Petrochem.,** Dubai UAE

ERP Plus is an add on application to extract data from ERP or JDE database, allowing users to update related information for further analysis, planning and execution purpose and print the reports. ERP Plus provides information in form of Dash Boards, Reports and Screens

* Performed regression, Functional, platform and performance testing to certify the stability and usability of software systems. Went through Functional requirements & developed Test Cases
* Developed and executed test programs that helped improve accuracy of QA results.
* Provided comprehensive software release documentation and training to support staff after compiling QA test outcomes

**Urbana, Campus UAE-**

UCI developed to automate one or more areas of the institutions work and thereby render efficiency. It centralizes the entire data and stores it into an easily retrievable form. UCI product had linkages to Several Desktop Application as well Web Modules which helps the parents as well as the Institutions.

* This was a ERP based application that was tested on Windows platform/Involved in Data base testing writing different queries With My SQL
* Worked as deployment Engineer/Back-up recovery/trouble shooting/ Ftp ,server concepts

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* **B.E -Bachelor of Engineering- VTU, Belgaum, Karnataka**  
  Information Sciences & Engineering at Basaveshwar Engineering College, Bagalkot
* **Diploma in Computer Sciences Engineering (DCSE) BTE, Karnataka**  
  Computer Sciences & Engineering at K.L.E Society’s Polytechnic, Hubli
* **S.S.L.C in K.E. BORADS Higher Secondary School Malmaddi, DHARWAD, Karnataka**