# **NARENDRAN ANANDAPPAN**

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**Summary:**

* Overall 10 Years of experience in Web-based applications Testing, Ecommerce Testing in B2C and B2B sites & Experienced in Salesforce CRM Application.
* Experience in System, Regression Testing, Mobility Testing and Sanity testing.
* Good Hands on experience on Test Management tool Quality Center 9.2, 10.0, JIRA.
* Knowledge on Database testing tool TOAD.
* Hands on experience on Quality Center & JIRA work.
* Excellent working knowledge of SFDC Classic and Lightning in all SFDC environments.
* Have extensive experience in the implementation of Workflow Rules, Page Layouts, Record Types, Approvals, and Assignment Rules.
* Experience in building reports and dashboards, customizing them as per user requirements.
* Working on Security and Sharing rules at Object, Field, and Record levels for different users in the organization.
* Experience on Salesforce platform testing of Roles, Profiles, fields, reports, dashboards, Web to lead and other [salesforce.com](http://salesforce.com/) objects and customizations
* Performed Back End Testing by executing SOQL queries.
* Experience in testing Validation Rules, Workflows for field updates and Email notifications based on business requirements
* Collaborates well with the Product Owner, Business Analysts, and Developers on tasks related to planning, testing, and release activities.
* Understanding the business requirement and applying his potential analytical skills, making sure all the use cases are covered.
* Extensive experience in preparing Test plans, Test cases, Automation test scripts and executing the same.
* Excellent working knowledge of Data migration, validating data from one Salesforce organization to another Salesforce organization
* Having good experience in mobile testing and compatibility testing
* Good understanding of all stages of Software Development Life Cycle (SDLC).
* Experience of CMM Level Testing processes.
* Excellent interpersonal, communication and organizational skills.
* Strong technical background with excellent problem solving skills.
* Experienced on SFDC CRM applications on Health Care Domain.
* Worked in Service and Sales cloud of Salesforce.com.
* Knowledge on Selenium web application Tool.

**Work Experience:**

* Currently working on Cognizant Technology Solutions., Bangalore as Associate from

**Feb 25 2019 to Till date**.

* 7.9 years worked on Tech Mahindra Pvt. Ltd., Bangalore as Sr.Software Engineer (U3) from

**29 April 2011 to 01 Feb 2019**.

**Skill Sets:**

* Testing Tools : Quality Center 9.2,10.0,JIRA, TOAD, PUTTY
* Technologies : Ecommerce (Magento & Drupal)
* Operating Systems : Windows,UNIX
* Databases : SQL server 2008, ORACLE 10g
* Automation tool : Conformiq, Selenium
* CRM : Salesforce.com.
* CRM Tool : Apex Data Loader, Workbench, Force.com IDE

**Certifications:**

* Certification in **ISTQB** Foundation level
* Completed in **Salesforce Platform Developer 1** Certification.
* Completed in **Salesforce Administrator** Certification.
* Completed in **Salesforce APP Builder** Certification.

**Academic Profile:**

* **M.S(T&SE)** from BITS,PILANI in 2014 with 6.46 CGPA
* **B.E(ECE)** from Odaiyappa College Of Engg & Tech, Anna University in 2010 with 73 %

**Achievements**

* Received appreciation from AT&T client as well as Tech M management for handling the project and tracking the defects by my own.
* Rewarded **PAT ON THE BACK** award twice for quick delivery.
* Rewarded **Best Team award twice** and **Cookies** award for Enhancement of project work and received several appreciations from Client.
* Received appreciation for resolving issues on SFDC CRM Application and delivered project on time.

**Professional Experience:-**

**Name : WEC & JEMA Application, Abbvie**

**Duration : Aug 2020-Till date**

**Technologies :** Sales force.com, Apex Programming, Visual force, Trigger, Force.com IDE

**Project Description:** Abbvie is a pharmaceutical company to discover and deliver innovative medicines. Abbvie uses salesforce and Veeva CRM to maintain all medicine and Pharma products. Abbvie build two applications WEC & JEMA with different components. In this project we build unique platform in both WEC & JEMA Application so that all components are matching with each other.

**Name : CPM/PSA Application, Philips Electronics, Nederland**

**Duration : Mar 2020 to July 2020**

**Technologies :** Sales force.com, Apex Programming, Visual force, Trigger, Force.com IDE

**Project Description:**

Financial Force PSA is an on-demand solution that allows you to manage people projects, customers and transactions. It also maintains Resources & Project Management activities. We uses salesforce to maintain data’s of Timesheet, Deliverables, Task Allocation, Billing/Non-Billing projects, Project creation, Resource allocation requests, Schedule and Assignment creation, Region, Practices etc.

We have customers across the world to use and access the PSA application.For new customer we will provide access based on approval and grant permission to specific regions such as LATAM, Japan, China, Netherland, USA etc.

**Name : Gard As, Gard Insurance, Norway**

**Duration : Oct 2019 to Feb 2020**

**Technologies :** Sales force.com, Apex Programming, Visual force, Trigger, Force.com IDE

**Project Description:** Gard is the largest Protection and Indemnity insurer. It provides the insurance to its clients, ship owners, operators, shipyards, and companies involved in the upstream oil and gas markets. Gard uses salesforce MyGard channel to handle the claims, vessels, users and objects requests. By using MyGard broker, client, External service provider can register their objects, covers and submit a new claims for insurance.

**Name :** OneForce & MIRO(Medical information response System), **Johnson & Johnson.**

**Duration : Feb 2019 to Sept 2019**

**Technologies :** Sales force.com, Apex Programming, Visual force, Trigger, Force.com IDE

**Project Description: Oneforce** Sales cloud provides a customer 360° view experience, that

enables the business support and stores business information for surgery related medical devices & equipment’s. Oneforce is the main platform for the business to automate any process regarding to medical proceedings and customer interaction. Currently, it is live for LATAM countries and is used by employees from Medical Devices.

**MIRO(Medical information response System):**

MIRO Application based on Service Cloud Console. MIRO is an application to track and document medical information requests from healthcare providers. It will support MIR activities for global Medical Affairs and provide support to all countries. The request (Case) for medical and/or scientific information regarding company products may be created manually or through the Email to Case functionality provided by Salesforce Service Cloud MIRO application

**Tech Mahindra,Bangalore. April 2011 to Feb 2019**

**Sr.Software Engineer**

**Project 1:**

**Wilsonart(**Project contains **11 Sites):** [13 March 2014 – Feb 2019]

**Languages and Technologies Involved:** PHP [Magento & Drupal] **Data Base:** MySQL

**Role:** Sr. Functional Tester **Tool:** Selenium, Salesforce **Team Size:** 3

**Description: Wilsonart (B2B, B2C)** is a company which is having its sites in 11 different regions. The main objective of this project is to build a unique platform for all the geo sites. This site offers products such as laminate, quartz, solid surface etc. This is a web based application through which user can check for the available products and order for a sample required.

Wilsonart also implemented in Salesforce cloud to stores business information for all the products and enables the business support.

As an Functional tester, involved in the following-

* Understanding of Client’s business and functional requirements.
* Preparation and Review of the functional test cases for business logic, data validation, application flow, Integration and user interface design.
* Running the test scenarios manually according to the prepared test data in both **Web application & Mobile devices**.
* Log the issue in JIRA, if any.
* Execute the test cases once issue gets resolved from developer.
* Update the status in JIRA which is project management system.
* Attending the client calls and update the issue status.

**Role and Responsibilities:**

* Almost 4+ Years of Experience in Salesforce Testing in Wilsonart Project.
* Developed and reviewed Test scenarios, test cases
* Authored and executed system test cases based on the acceptance criteria in the user stories.
* Directly interacted with Developers, Business Analysts and Customers for Test requirements, clarifications and Testing.
* Provided walkthrough of user stories to the testing team.
* Logged defects using JIRA and tracked them till closure.
* Co-ordinated with UAT team on understanding the production related issues and retested them.
* Participated in Sprint planning meetings, Scrum, Retrospective and provided daily/weekly status updates to customer and internal leadership team
* Performed testing of web applications in mobile devices and other devices.

**Project 2:**

**AT&T-INSIGHT-BCTS/DSS:** [15 April 2013-10 March 2014]

**Languages and Technologies Involved:** UNIX, TOAD **Data Base:** Oracle 11g

**Role:** Functional Tester **Tool:** Conformiq (Automation) **Team Size:** 6

**Description:** The INSIGHT BCTS/ DSS Project is a comprehensive effort that encompasses and extends all prior and current Capacity Management Application Consolidation initiatives including WBCM, BBT (APOC), ECO Systems (WBCM, PMOSS, and SAViGRAM), HS-DSS, XRAY, L-T INSIGHT, IPCMT and BCTS under a single Capacity Management application called INSIGHT.

**Project 3:**

**AT&T- PACE (Proliance):** [20 August 2012-14 April 2013]

**Languages and Technologies Involved:** Proliance Software Product **DataBase:** SQL Server

**Role:** Functional Tester **Team Size:** 5

**Description:** AT&T Corporation, originally the American Telephone & Telegraph Company, is an American telecommunications company that provides voice, video, data, and Internet telecommunications and professional services to businesses, consumers, and government agencies.

The PACE (Program Administration & Controls for the Enterprise solution) Project is a comprehensive effort that encompasses and extends both wireless and wire line teams on the implementation of a common Project Management Solution (PACE) to be used to track and manage Cell sites and Outside Plant and Engineering (OSPE) projects.

The PACE solution is built upon the Meridian Systems Proliance standard software product with the addition of multiple integrations and customized automations to facilitate the management of a large volume of projects per user.

**Project 4:**

**BTGS CIT** [12 JAN 2012-18 August 2012]

**Role:** Functional Tester **Team Size:** 4

**Data Base:** Oracle 10g

**Description:**

BTGS is responsible for managing the customer relationship of BT’s global enterprise customers across four regional market units; UK, EMEA & LatAm, Asia Pacific and the Americas.

As an **CIT tester**, involved in the following-

* Attending calls from the Design team to understand the new functionalities
* Developing the Functional test cases.
* Preparation and analysis of test data.
* Running the test scenarios manually according to the prepared test data.
* Tracking and following defects found while order journey in Quality Center.
* Execute and log the tests in Quality Center.
* Update the daily status in Quality Center.

**Known Components:**

**Classic:**

It‘s based out of SFW platform. It is a Service Provisioning tool for MPLS and other Service.

It‘s interface with Various components of CMP and DMP Platform.

Classic forms the core of any L2C Journey for MPLS Service.

**eDCA:**

eDCA provides a quick and easy way of entering product related orders. The validated order(s) is sent to the Classic system for provisioning.

**Ivserve:**

IVserve provides Service Activation solution across a network of CISCO MPLS enabled router.

**rPACS:**

rPACS is used for plan and assign activity.

**My Contribution:**

* Understanding of Client’s business and functional requirements
* Preparation and Review of the functional test cases for business logic, data validation, application flow, Integration and user interface design
* Uploading of Test cases in to Quality Center10.0 from MS-Excel
* Preparation of Requirement Traceability Matrix and map test case in Quality Centre 10.0
* Creation of Test suits in test lab of Quality Center10.0 for Test Execution
* Execution of the functional test cases using QC 10.0
* Reporting and re-testing of bugs using Quality Center10.0
* Generating Daily and weekly Execution Status Reports from Quality Center10.0
* Different types of testing like System, System Integration and Regression
* Client communication about status reporting and updates

**Personal Profile:**

Name : NARENDRAN ANANDAPPAN

Date of Birth : 18-12-1987

Gender : Male

Nationality : Indian

Languages Known : English, Tamil, Telugu

**DECLARATION:**

I hereby declare that the information furnished above are true to the best of my knowledge.

**Place** : Bangalore Yours Truly,

**Date** : 30-06-2021 **(NARENDRAN A)**