**DanapanaR Reddy**

**Salesforce Functional Consultant - 8x Certified** 1st cross, 9th main, Gurrapannpalya, BTM 1st

Layout, Bangalore, Karnataka 560029

Mobile - +91-7382096687 | E-Mail - **rdanapana@gmail.com**

**CAREER OBJECTIVE**

To be a part of an organization where I can grow in terms of knowledge, skills, and put to an effective use of my smart grasping & analytical abilities and professional competence which helps in self-development with organizational development.

**TECHNICAL SKILLS & EXPERIENCE SYNOPSIS**

* **8x** **SalesForce** Certifiedprofessional having overall **8+ years** of IT experience includes **2 Years in Salesforce Development/Admin/Support**, now **6+ years in Salesforce Testing** in the role of Test Lead.
* Sound experience in handling of projects as Business Analyst includes **Requirement gathering, Data analysis, Solution design, Requirement Planning, Quality Assurance, Testing, Functional Analysis**, **Implementation**, **Gap Analysis.** Worked on **Sales/Service/Marketing/Commerce Clouds.**
* Experience in analyzing business specification documents, developing test plans, defining test cases, developing and automating test scripts. Expertise in Defect Tracking and Bug Reporting Tools like HP Quality Center/JIRA/Test Suite.
* Good knowledge in **Apttus/Conga CLM/CPQ functionalities and DocuSign** app testing. Experience in **TDD(Test Driven Development) & BDD(Behavior Driven Development)** under Software Development Lifecycle (SDLC).
* Good understanding on managing configurations like **multiple user setup, profiles and roles, Permission Sets, Role Hierarchies,** design **customized Reports & Dashboards, Org Security Controls, Domain configuration, Page Layouts etc. Kind knowledge on SOQL/SOSL.**
* Experience in testing working through various phases of software testing including **Database Testing, Integration Testing, Regression Testing, Acceptance Testing, Smoke and Sanity Testing.**
* Worked on multiple Integration methods like POSTMAN, REST API, SOAP API, 3rd Party App Exchange Integration.
* Experience in **APEX Class, VisualForce Pages, Triggers for typical DML operations, Batches for Synchronized database jobs**etc**. Kind knowledge on Lightening Components, Lightening UI**.
* Hands on experience on Multiple Integration apps like **Eloqua, FinancialForce PSA, Talend Data Migration, Informatica Tool, JIRA IMT Tool, Intercom Tool, Apatar Data Migration tool** etc with Salesforce.
* Sound knowledge in configuring **Application**, **Administration Tasks, Approval Process, Workflows, Sharing Rules, Escalation & Assignment Rules, Validation Rules, Tasks & Actions, Process Builder etc.**
* Excellent oral and written communication skills with strong problem solving skills and a result oriented attitude. Keen attention to detail/accuracy and ability to function in a stressful environment.

**Technical Skills**

* **Application/Tools Skills :** Force.com, MS CRM, ALM, Q-Test, JIRA, O-EBS, Apttus CPQ, TOSCA 9.3, Oracle SQL
* **Programming Skills :** Apex, Visual force, Java, HTML, Python,
* **Scripting Skills :** Windows, Linux 6.0

**Key Skills**

**IT Software Project Management Application Programming/Maintenance Business Analysis**

**Software Development Life Cycle Data Integration Bug Fixing/Support**

**Business UAT Coordination Team Management Project Design**

**CAREER CONTOUR**

Current Organization :**Tech Mahindra** Role: **Senior Functional Analyst** Duration : **10-Dec-2018 to till**

**Project** : **US Largest Law & Media Firm**

**Business Need:** Business implementing Salesforce Lightning functionality across their Organisation. Business have their different segments of business across Globe. Functionality includes Account/Contact Management, Email/Chat/Web to Case management, Cross BU Segment functions, Live Chat, Case Timer, Milestones, TTEC Butcher & Suter and CTI, Service Now Integration, EP’s Survey Auto Functions, Financial-Force, ETL migration’s, Apttus CPQ Configuration, Entitlement/SLA’s Management, Referral & Escalation Process, Knowledge Management, Dashboard & Reporting management etc

**Relevant Roles & Responsibilities:**

* Being a Pre-UAT Lead, handling the Sales/Service Cloud functionalities through various phases like Database Testing, Integration Testing, Regression Testing, SIT Testing, User Acceptance Testing, Smoke and Sanity Testing.
* Understand and predict the needs of Projects requirement Sprint Wise.
* Coordinate with Stakeholders to plan the Test Objectives, test strategies for the execution under respective Sprints.
* Work Closely with On-shore/Off-shore team, understands Story requirements with Dev & BA’s.
* Grooming team members systematically & prepare traceability matrixes.
* Monitor the analysis, design, implementation and execution of the test cases/procedures& track on JIRA dashboard.
* Perform functional (Integration, Smoke, Sanity, Regression, System) execution in on various environment’s.
* Perform database testing through the development and maintenance of SQL test scripts to verify the data for its appropriate behaviour.
* Providing System Demo to customer on Bi-weekly basis based on Sprint Level Stories.
* Development of Test Reports, Customer Reports and present the demo to internal team members to explain the end to end flow and functionality of product in technical terms.
* Testing of Data Loss at various stages: Import (Verification and Validation of data that comes under curation), Export (Verification and Validation of data after curated data exported into the required Catalogue database) and Comparing Catalogue build with previous cloud deployed build.

Current Organization : **Wipro** Role: **Test Engineer** Duration : **08-Jan-2018 to 07-Dec-2018**

**Project** :  **LOWE’S US Largest Retail Chain Company**

**Business Need:** Client was migrating from their legacy CRM Siebel application to MS CRM Dynamics. Business introduced their Lead Management, Installation Management & Customer Master Data into MS Dynamics. Business integrated their CRM application with different tools like Online Digital Website, Payment Trades Payable tool, Point of Sale (POS) etc.

**Relevant Roles & Responsibilities:**

* Working on manual testing through various phases of software testing including, Database Testing, Integration Testing, Regression Testing, SIT Testing, Acceptance Testing, Smoke and Sanity Testing.
* Perform functional (Integration, Smoke, Sanity, Regression, System).
* Perform database testing through the development and maintenance of SQL test scripts to verify the data for its appropriate behaviour.
* Test Execution, Defect Reporting and Interact with teams for the delivery of quality product.

PreviousOrganization : **CapGemini** Role**: Consultant** Duration : **11-Mar-2015 to 31-Oct-2017**

**Project's** : **Virtualization and Cloud computing software provider**

**Business Need:** Application is basically designed to set up the Apttus CPQ management. Where Contracts are managing with C2C process. Application was built in such a way that Approval Process, Adobe-E-sign, Queuing (Omni Process) functionality can be done in one flow.

**Relevant Roles & Responsibilities:**

* Analyse & designed the Test Cases for the requirements.
* Worked on Automation for small part of project.
* Drafting Test Cases based on Use Cases and Scenarios in Jira.
* Execution of Test Cases and Defect Reporting on Jira.
* Designing Test Cases putting all Positive & Negative scenarios & executing them
* Worked on API Integration functionality (POSTMAN).
* Worked on different phases of execution like Sprint, SIT, Regression.
* Daily client meeting to understand changes & additions. Responsible to prepare DTP’s & provide respective training’s to EU’s. To provide appropriate and optimized solution with proper technical documents.

**CORPORATE ACHIEVEMENTS**

**Corporate Achievements:**

* Pat-on-back Award for Best Performance & Support while UAT to the Business.
* Recently awarded with Client Appreciation “Team of the Quarter”.
* Best Team Player of the Year & Master Blaster Award.

**Previous OrganizationDetails: -**

Previous Organization : **Infosys** Role:**TSE – CRM** Duration : **12-Nov-2012 to 10-Mar-2015**

**Relevant Roles & Responsibilities:**

* Support L3 Service Requests. Responsible to create New User, Roles, Profiles, Reset Passwords etc.
* Handling internal SR’s & Incident. Checking & updating Approval. Managing Bulk Data migration between multiple applications.
* Preparing User Manuals & responsible to take Testing’s. Providing End Users Training & maintaining KT materials.
* Understand the Client requirement & align it to Salesforce technical terms.

**SCHOLASTICS**

* Graduate from Rajasthan University.
* XIIthfrom K.V No-2 (AFS) Jodhpur.
* Xthfrom K.V No-2 (AFS) Jodhpur.

**Strengths and Skills:**

* Pleasant communication and negotiation skills & capable to initiate & motivate others.
* Proven problem-solving skills in crucial situation.
* Positive attitude towards work & ability to work effectively under pressure & Quality oriented mind set with quick perception. Conduct and Participate actively in all team building activities.
* Team player, flexible and hard-working with supportive and goal oriented.
* Capable to analyse the things and work accordingly to derive accurate and minimize the risk over work.

**Hobbies & Interest**

* Long Rides. Learning new things.
* Playing Table Tennis & spend time on Logical Reasoning Puzzles.

**Personal Details:**

* Nativity : Visakhapatnam (AP)
* Languages Known : English, Hindi, Telugu, Kannada, Tamil, Marwari, Odiya etc

“I hereby declare that above information provided by me is correct”.