**Professional Summary:**

* 10+ years of work experience in Software Testing in the areas of Salesforce, confluent cloud, Database, web applications and automation testing using selenium
* Extensive experience in Salesforce.com and Force.com platform with proficiency as a Salesforce Administrator.
* Certified Salesforce professional with proven experience Salesforce Administrator and Quality Assurance practices.
* Experienced in understanding of Business Requirement gathering, Business Analysis, Business Process Modeling.
* Comprehensive knowledge of Software Development Life Cycle (SDLC), having thorough understanding of its various methodologies like Waterfall, Agile.
* Tested salesforce.com CRM using Sales cloud, Service Cloud, Health Cloud, Collaboration and Communities.
* Experience in Salesforce CRM Cloud integration testing, Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service and Support Administration.
* Expertise in the areas of Static Analysis of Business Requirement, Use Case Specification, Functional, Regression, User Acceptance (UAT), Performance, Integration/System and Black Box Testing, in Manual & Automated mode using Industry Standard Test Tools and Testing Methodologies.
* Working experience on Data Import Wizard, Data Loader and Workbench to insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Good understanding of salesforce Governor limits and experience in overcoming limitations in Apex classes, Triggers, SOQL and Batch classes.
* Strong experience in writing queries using SOQL and SOSL.
* Experience in integration of Salesforce applications with external systems using - SOAP and REST API’s.
* Fluent on writing SQL Queries to validate new Business Logic in the ETL Packages, procedural SQL with Database/Backend testing using Oracle, DB2, snowflake etc.
* Hands on experience in working with the Business and the Technical SME's and converting business requirements into testable requirements and Test Cases. Extensive experience in test coordination and test management with both onsite and offshore.
* Experience in Test planning and test execution of Salesforce Apps, Sales Cloud, Service Cloud, Health Cloud, Salesforce integrations and Lighting upgrades
* Working experience in agile and all phases of SDLC processes related meeting including scrum ceremonies, daily stand-up meetings, working sessions, etc.
* Excellent working experience with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
* Prepare and maintain various detailed records, documentation, and reports in order to provide information for summaries, presentations, and ad hoc reports
* Performed GUI, Functional, Regression, Retesting, Usability, Acceptance, Smoke testing
* Have extensive experience in implementation of Workflow Rules, Approval process, Role based Page Layouts, Record Types, Approvals and Assignment Rules.
* Strong Experience in salesforce security setup using Profiles, Permission Sets, OWD, Role Hierarchy and Sharing Rules.
* Strong salesforce administrative skills with creating/customizing Profiles, Roles, Users, sharing rules, Lookup filters, Page Layouts, Search layouts, Validation rules, Email Services, Workflows, Approval process, Assignment, Escalation rules, Reports and Dashboards.
* Experienced in data modeling with Salesforce standard, custom objects using Lookup, Master-detail relationships and created Junction objects for establishing many-to-many relationships.
* Had exposure to CI/CD integration with GitHub
* Good experience in managing Salesforce.com sandbox (full copy and production environments)
* Adheres to best practices in testing and automation while continuing to improve the quality and productivity of our testing practices

**Technical Skills:**

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| --- | --- |
| **SalesForce.com Tools** | Eclipse, Force.com Explorer, Force.com Data Loader, Workbench, App Exchange, SOQL, SOSL, Packaging and Migrations, Force.com Platform, Lightning, Selenium Suite (Selenium IDE, Selenium WebDriver), HP QTP 10.0 & 11.0 |
| **Languages** | Apex, Java, C, SQL, Java script |
| **Web Technologies** | HTML5, Java Script, XML, CSS |
| **RDBMS** | Oracle, SQL Server |
| **Platforms** | Windows, UNIX |
| **SDLC** | Initiation, Planning, Requirements Analysis, Design, Development, Integration, Testing, Implementation, Operation, Maintenance |
| **Web Services** | SOAP, REST API’s |

**Education:**

* Bachelor of Technologyin Computer and Science Engineering, Jawaharlal Nehru Technological University, Hyderabad, India.

**Certification:**

* **Salesforce Administration Certification**

**Professional Experience:**

**Client: Aetna (CVS Health) May 2021 to Till Date**

**Role: Quality Analyst- Salesforce**

**Responsibilities:**

* Collaborating with business stakeholders and dev leads to prepare appropriate testing approaches, test plans, and test cases.
* Partnering in preparation and configuration of test environments/sandboxes.
* Converting user stories to Test plans and create test cases, test suites.
* Manage test environments and setup/maintain test datasets.
* Working with product managers contributing to blueprints and assisting with planning that reduced the impact on other divisions of the project.
* Worked closely with various salesforce scrum teams and assisted them in creating the road map in testing the platform features and moving them to production on time.
* Validated entities like Accounts, Cases, Contacts, Membership, Task, Opportunities, Campaigns, Contracts.
* Performed functional testing of SOAP and REST webservices using SOAP UI tool and POSTMAN.
* Worked on setting up customer and partner Communities for establishing secure and maintaining good communication Between Customers and other partners.
* Provide Demo’s to the Business users on the requirement functionality and note down the feedbacks if any and include them in the test scripts.
* Working Experience in Data Import Wizard, Data Loader and Workbench to insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Daily administration such as configuring and implementing Salesforce application and support of CASES in Salesforce including but not limited to managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validations.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing. Used Change sets, Autorabit Migrations and Force.com IDE for deploying the changes between Orgs.
* As a lead member of QA team worked on Release Management and delivering the summary report to the Project Management team.
* Coach and mentor on-site team members, delegate duties to Off-site team members and receive daily updates on the task performed. Coordinate between the off-site team members and the business team for the various business requirements.

**Environments:** Salesforce.com, force.com, Service cloud, Sales Cloud, Health Cloud, Workbench, Data loader, Data Workflow, Confluent Cloud (GCP).

**Client: Commonwealth of Kentucky, Frankfort – Education Cabinet July 2019 to April 2021**

**Role: Quality Assurance Tester - Salesforce**

**Responsibilities:**

* Partnered in the System Test Plan Preparation and Requirements Streaming. Involvement in Preparation of Test Procedures, Test Scenarios, Cases and Test Data
* Communicated and documented project status and complex issues effectively to various stakeholders
* Validation of CRM page layouts across different browsers (Chrome, IE and Firefox)
* Validated various salesforce.com standard objects, such as Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, Dashboards and Reports Custom Objects, Triggers, Pages, Custom Buttons, Reports, and Custom tabs.
* Security testing for different hierarchy SFDC users.
* Validated entities like Leads, Opportunities, Accounts, Campaigns, Contracts.
* Validate applications under visual force, Apex classes and Apex triggers.
* Validate Front-end application using lightning, Perform testing for migration of existing functionality from Salesforce classic to salesforce Lightning UI.
* Validate Web Services/Salesforce API – REST/SOAP (XML JSON) with 3rd party systems.
* Collaborated with product owners and development teams, gathered requirements, analyzed and prepared test strategies.
* Actively participated in preparing effort estimates, scope and ensured timely deliverables to meet milestones
* Validate the data in QA staging area and ensure the required data is populated in target tables.
* Create and update field mapping documents according to the business requirements and data migration check list.
* Create test plans, Test cases, test execution based on mapping specification to validate the platform data.
* Used to manage web forms, email templates, campaigns, engagement programs, integration with Salesforce.
* Execute standard queries and searches to identify data inconsistencies, missing data and resolve, review and modify as needed.
* Good knowledge in Data Import Wizard, Data Loader and Workbench to insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Give Demo’s to the business users on the requirement functionality and not down the feedbacks if any and include them in the test script
* Good knowledge in community cloud and commerce cloud and cloud craze. Have created communities for connecting with customers, external partners and employees.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Created Relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.

**Environment:** [Saleforce.com](http://saleforce.com/) platform, Visual force, Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, [Force.com](http://force.com/), Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

**Client: INTL FCStone INC – West Desmoines, Iowa Mar 2017 to June 2019**

**Role: QA Tester - Salesforce**

**Responsibilities:**

* Testing with various Salesforce.com standard objects like Reports and Dashboards, Leads, Accounts, Contacts, and Opportunities along with Campaigns.
* Interpret business and technical requirements and developed appropriate testing strategies/plans.
* Creating and testing Salesforce CRM Workflows, Approval Processes, Validation Rules and Sharing & Security rules.
* Regularly participated in Technical and Used Case review meetings for various functionalities in the application
* Tracking and maintaining the requirements to functionality traceability and use case traceability.
* Analyzing Business requirements and solution specification documents to design Test Plans, Test cases.
* Defining requirements in Quality Center and mapped with the respective test cases for traceability.
* Performing Queries on both Source and Target using SOQL and verifying the records and its respective fields match and count of the records
* Performed functional testing of SOAP and REST webservices using SOAP UI tool and POSTMAN
* Acted as a SPOC for all testing related activities in Onshore. Provided offshore team with necessary and KT and assistance whenever required.
* Regularly participated in Technical and Used Case review meetings for various functionalities in the application.
* Involved in User Acceptance Testing. Involved in reviews for functional requirements and Test case scenario and Test case designing.
* Attending daily stand-up call with Onsite teams. Performed Test Plan/Test case review meetings during testing phase.
* Performed execution of test cases manually using Application Life Cycle Management. Performed data validation testing, wrote test cases based on business scenarios.
* Maintained multiple versions of test sets and worked on regression testing. Involved in all phases of SDLC.
* Involved in Defect Triage Meeting.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Developed Validation rules on various objects. Also created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.

**Environment:** [Saleforce.com](http://saleforce.com/) platform, Apex Language, Triggers, Visual force (Pages, Components and controllers), Agile, SOQL, Change Set, Data Loader, Workbench, [Force.com](http://force.com/), Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service, Sharing Rules.

**Client: United Health Care, Hyderabad, India June 2014 - Dec 2016**

**Role: Salesforce.com Administrator/Tester**

**Responsibilities:**

* Created various custom objects as per requirement.
* Worked on various standard Objects like **Accounts, Cases, Contact, Opportunities, Campaigns, Solutions and custom objects.**
* Created Security settings for Roles and Profiles and managed Security Sharing Settings.
* Developed Validation Rules for the Custom Objects and Workflow rules and Approvals for some fields.
* Customized several **Formula fields**, **Workflow Rules, Validation Rules**, **Triggers, Apex classes**.
* Created several Validation Rules, Custom buttons and links on custom and standard objects.
* Deployed **SFDC** package from one organization to other organization.
* Scheduled **Apex Batch** jobs for processing large records.
* Extensively implemented Visual Flows for automatic sales and service process in Sales and Service Cloud.
* Worked on **Email-To-Case** settings so that the emails can be created as Service Requests automatically and assigned to the associated internal user.
* Involved in **Data mapping** specifications to create and execute detailed system test plans.
* The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Used Sandbox for testing and migrated the code to the deployment instance after testing.
* Created **Custom dashboards** displaying real time metrics including **forecasts**, **revenue** etc.

**Environment:** Accounts, Cases, Contact, Opportunities, Campaigns, Custom Objects, Formula field, Workflow Rules, Validation Rules, Triggers, Apex Classes, SFDC, Apex Batch, Data Mapping, Custom dashboards.

**Client: GlassoTech Solutions, India Sep 2013 - May 2014**

**Role: Software Engineer**

**Responsibilities:**

* Involved in various stages of the project life cycle primarily **design**, **implementation**, **testing**, deployment and enhancement of the application.
* Involved in designing the system based on **UML** concepts, which include data flow diagrams, **class diagrams**, sequence diagrams, state diagrams using **Rational Rose** Enterprise Edition.
* Designed and developed web pages using **JSP, HTML** and used JavaScript for client side validation.
* Developed Servlets to process update information.
* Used **JDBC** for communicating with the database.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.

**Environment:** Java, JSP, Servlets, Java Beans, MVC, JMS, JavaScript, OHTML, DHTML, XML, Window.