Gaurav Singh

Salesforce CRM Tester

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Total Experience

4.5 Years in Salesforce Automation Testing

Qualification
B.E.(CSE - 2016)

Work history

Vodafone Shared Services
2.5 Years

Accenture Solutions
2 Years

Work Summary

▪ End to End Quality Assuarance for Salesforce ERP Solutions – L2 + Mulesoft API implementations

▪Salesforce ADM 201 Certified

▪Saleforce Platform Developer Certified

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Summary and Accomplishments

▪ Performed manual and automation testing in both Salesforce Application Ignite & integrated Systems and have tested the stability, performance and usability of Vodafone Salesforce Ignite Application through different testing.

▪ Worked on Salesforce Validation Rules, Process Builder, Workflows and Approval Process. Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments.

▪ Good working knowledge of SF Cloud Applications (Salesforce applications, Project Design - Lightening, Lead Conversion, User Market Role, Functional roles, Dashboards, Reports).

▪ Hands-On experience in CPQ Configuration knowledge of different aspects of Salesforce CPQ. Price Book, Pricebook Entry, knowledge of complete flow from Account to Contract, Product Rule (validation/alert), Price Rule, Quote Template.

▪ Involved in QA sandbox testing, UAT testing, Regression testing, Smoke testing and given support during production deployment.

▪Hands on experience in Defect Analysis, and Identifying and raising data defects to data team

▪ Proven ability to successfully work for multiple requirements, design, and development approaches.

▪ Successfully completed Training for 2 months. Training included :

▪ Salesforce Essentials and Project Testing Training.

▪ Data Quality, Quality Control and project.

▪ Cloud CRM - Salesforce Platform.

▪ Involved in SCRUM meeting with Client to discuss Business Requirement, Impact Analysis and demoing User Stories/requirements.

▪Worked with Product based as well as Service based companies.

Technical Skills

Tools	Salesforce, Data Loader, Selenium, Jira, Workbench, Java.
Platform	Salesforce, Visualforce, MS SQL server Integrated Systems.
Quality Assurance Tools	JIRA, SDM, Test Shell
Programming Languages	SQL, Selenium Scripting, C, Apex, Java
Process	Agile, Business Requirement Driven, Market Driven Process.

Project Profile :

Project work, modeled upon actual Vodafone's applications Ignite, consisted of the analysis, testing, automation and maintenance of Cloud CRM solutions as further described below:

Project Details

Vodafone Ignite Application
2.5 Years
Role
QA Tester for Ignite Sprint Deliverables

Responsibilities
- Working with different teams to maintain smooth projects deliverables for all markets new Business Requirements introduced.
- Demonstrating and Selling the Business Requirements to all Markets Leads.
- Requirement gathering, Business Requirement Analysis,Test Script creation,Regression Testing, DVT Issues raising for all Sandboxes.
- Maintaining automation scripts for all market Regression flows.

Project Details

Customer Success Offering Implementation for SPLUNK (Accenture),
2 Years

Role
QA Tester for L2 Track

Responsibilities
▪ Responsible for Quality Assurance of New Opportunities created for major retailers in APAC and other European Countries.
▪ Requirement gathering, project Set up,QA Metrics Creation, Issues raising for all Sandboxes.
▪ Single point of contact for end to end user queriesand financials generated.
▪ Daily handling of P2,P3,P4 level of Production issues from users across APAC.
▪ Understanding and monitoring Data refresh / load procedure for timely delivery
▪ Worked on Schedules/Subscriptions reports for NSfinancials.

Project Details

Accenture Innovations - DHC
2 Years

Role
Salesforce Tester

Responsibilities
- Worked with 3 different project team to keep projects applications health maintained wih new features introduced.
- Demonstrating and Selling the connected app to Splunk, HP, Amazon clients with their existing applications working.
- Worked with different teams for client-specific on understanding data design documents and specifics on custom labeling, data content for the DHC implemented.

Education

Nagpur University, Nagpur, Maharashtra, India
Bachelor of Engineering in Computer Science Engineering