



## DANDAPANI BEHERA

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Current Location:	St. Louis, MO, USA	
Employment Details		
Dates of Employment (Month/Year – Month/Year)	Parent Employer Name	Location
Dec/2019 - Present	Xavient Digital LLC	St. Louis, MO, USA
Apr/2017 – Nov/2019	Infosys Limited	Chicago, IL, USA
Feb/2015 – Apr/2017	Infosys Limited	India
Feb/2011 – Jan/2015	Tata Consultancy Services	India

### PROFESSIONAL SUMMARY:

- 10+ years of experience in IT industry with 6+ years of Sales-force testing experience.
- Proven ability to work as a team lead or independently or as part of a team with strong interpersonal and communication skills.
- Extensive knowledge in CRM domain with good work experience in Sales and Service cloud.
- Good domain knowledge in HealthCare, Communication, Telecom & Energy/Utility.
- Comfortable in both Agile and waterfall delivery model.
- Worked closely with business team and stakeholders to gather requirement for enhancements or change requests.
- Good experience working closely with BA for BA support to analyze the business requirement.
- Hands on experience in JIRA story design and update for the business requirements and epics.
- Strong testing skills in Salesforce standard & custom Objects, Fields, Page layouts, Tabs, Reports and various other components as per application requirements.
- Worked in both Salesforce Lightning and Classic projects.
- Good testing experience on Sales cycle, Lead Management, Sales process, paths, approvals, workflow, lightning flow and process builders.
- Experience in Salesforce Administrative tasks like creating Custom objects, Fields, Tabs, Users, Record types, Page Layouts, Approval process, Workflows, Alerts and Actions, Validation rules, Tasks and Reports.
- Good exposure to Sales-force Integration testing and functional testing.
- Experience in working with Data Exports & Imports using salesforce tools like Force.com data loader and Explorer for querying database like SOQL and SOSL.
- Good experience using workbench for backend query/Update/ Insert.
- Good understanding of Salesforce setup menu and Configuration.
- Complete understanding of Testing Methodologies (Unit, Regression, Functional, integration, System, UAT), Test Deliverables & Defect Management



- Comfortable using test management tools like – ALM, JIRA & qTest
- Leading preparation, execution & Delivery of Test case preparation, Test execution, Defect logging & Tracking during System/UAT testing.
- Have worked on Test plan design and test strategy.
- Have done Test coverage tracking, Test execution reporting, Defect reporting.
- Have experience in designing Test completion report and Lesson learnt.
- Well aware of defect management and triage process.
- Experience in reviewing and analyzing Business Requirements and writing detailed Test Plans, Test Cases, and Test Scripts, Use Cases.
- Experience in creating and managing reports such as RTM, Bug count, Test execution report.
- Experienced in implementing Agile Methodology by analyzing requirement specifications and responsible for developing Test Objective, strategies, Scope, Test procedures and Test Matrices.
- Good team management and project coordination skills.

### **TECHNICAL SKILLS:**

<b>Salesforce Skills</b>	Salesforce1, Standard/Custom objects, Leads, Sales process, Path, Lightning flow, Process builder, Workflows & Approvals, Reports, Dashboards, SOQL & SOSL, Roles, Users, Profiles, Chatter, Communities, Documents, Visual force Pages, Record types, Page layouts, Data loader
<b>Other tools:</b>	Data loader, salesforce data import wizard, Soap UI, Workbench
<b>Defect Tracking Tools:</b>	Quality Center (HP ALM), JIRA, qTest
<b>Project Methodologies:</b>	Waterfall, Agile/Scrum
<b>Languages:</b>	C, C++, JAVA
<b>Databases:</b>	SQL Server 2012/2008R2/2005, Oracle9i/10g, MS Access.
<b>Operating Systems:</b>	Windows 95/98/2000/2003/XP/windows7/8, OS X.
<b>Others:</b>	Microsoft Office (Word, Excel), SSRS (SQL Server Reporting Services), MS Visio

### **CERTIFICATION:**

- **Salesforce Certified Administrator**
- **Salesforce Certified Sale Cloud Consultant**
- **ISTQB Certified Tester**

### **EDUCATION:**

Bachelor's degree in Electronics and Tele-Communications Engineering from Biju Patnaik University of Technology, Odisha

### **PROJECT EXPERIENCE:**

**Client – Charter Communications Inc. (Spectrum)**

**Dec/2019 - Present**

**Role: Salesforce Technical Test Lead**

Charter Communications Inc. is an American telecommunications and mass media company with services branded as Charter Spectrum. With over 26 million customers in 41 states. It is the second-largest cable operator in the United States by subscribers, just behind Comcast, and third-largest pay TV operator behind Comcast and AT&T. Charter is the fifth-largest telephone provider based on number of residential lines.



Charter provides broadband and internet services for Residential and Commercial customers. I have worked as a Salesforce test lead for the Commercial (Enterprise) application. The project involves integration with Oracle CPQ application for the quoting process.

#### **Responsibilities:**

- Project supports both minor enhancements to the existing CPQ Application and major implementation for MACD.
- Minor enhancements are released with an agile implementation and the MACD implementation is a waterfall project with multiple integrations.
- As a Test lead I have managed both teams of 12 resources including offshore team.
- Involved in all Agile ceremonies for the minor enhancements. Followed agile methodology. Involved in daily scrum meetings, Sprint planning, Review and Retrospective meetings.
- Involved in Project planning , LOE (Level Of Effort) estimation, POCs and Test planning for the MACD implementation,
- Followed complete software testing lifecycle activities for quality assurance such as: Test Planning, Test Designing, Test Development, Test Execution and Test Evaluation
- Creating test plans, test cases and test documentation for performing functional testing and integration testing at various stages of SDLC.
- Active participation in Requirement walkthrough. Involved in Requirement analysis.
- Additional BA support to groom and develop user stories in JIRA.
- End to end business process documentation and analyzing requirements with BA.
- Prepare Requirement Traceability Matrix (RTM) and managed every change request effectively throughout the software development life cycle.
- Involved in daily project reporting to the scrum team and leadership.
- Performed Integration, System, End to End, Functionality, Smoke, Sanity, Regression and User Interface testing of web application.
- Created Test suites and multiple functional test cases and executed for web services testing using SoapUI.
- Used Quality Center & qTest for documenting Test Cases, logging and tracking Defects.
- Held defect triage for the open defects and issues.
- Involved in Onshore ~ Offshore co-ordination for the requirement analysis and knowledge sharing.
- Contributed to the defect management: defect status, weekly meeting and provides timely and accurate status defect information and appropriate metrics to facilitate QA reporting.
- Interacted with business analysts and developers in requirement analysis, testing and documentation for application development in agile environment.
- Used JIRA as a project management tool to maintain scrum board for currently developing requirements.

#### **Client - Health Care Service Corporation (BCBS)**

**Dec/2016 – Nov/2019**

#### **Role: Salesforce Technical Test Lead - Practitioner**

HCSC is the 4th largest health insurer in the US overall and employs more than 22,000 people. As of 2019, it was noted to be the third largest commercial health insurer in the United States. It serves nearly 15 million members. HCSC offers group life, disability, and dental solutions, as well as a range of other individual solutions. The company also provides various care management and wellness resources. Worked in Groups portfolio for different projects.

#### **Responsibilities:**

- Followed complete software testing lifecycle activities for quality assurance such as: Test Planning, Test Designing, Test Development, Test Execution and Test Evaluation
- Creating test plans, test cases and test documentation for performing functional testing and usability testing at various stages of SDLC.
- Active participation in Requirement walkthrough. Involved in Requirement analysis.
- Followed agile methodology. Involved in daily scrum meetings, Sprint planning, Review and Retrospective



meetings.

- Additional BA support to groom and develop user stories in JIRA.
- End to end business process documentation and analyzing requirements with BA.
- Prepare Requirement Traceability Matrix (RTM) and managed every change request effectively throughout the software development life cycle.
- Performed Integration, System, End to End, Functionality, Smoke, Sanity, Regression and User Interface testing of web application.
- Created Test suites and multiple functional test cases and executed for web services testing using SoapUI.
- Used Quality Center & qTest for documenting Test Cases, logging and tracking Defects.
- Provide guidance and training on the testing methodologies and their impact on the systems supported, development of best practices.
- Contributed to the defect management: defect status, weekly meeting and provides timely and accurate status defect information and appropriate metrics to facilitate QA reporting.
- Interacted with business analysts and developers in requirement analysis, testing and documentation for application development in agile environment.
- Used JIRA as a project management tool to maintain scrum board for currently developing requirements.
- Organize the daily status meetings to discuss defects with developers, users and the product managers.
- Good understanding of Salesforce setup menu and Configuration.
- Creating and testing of custom objects, custom fields, custom tabs, custom reports, report folders, report extractions to various formats, snapshots, and dashboards.
- Experience in working with salesforce tools like Force.com data loader and Explorer for querying database like SOQL and SOSL.
- Used Data Loader and workbench for insert, update and bulk import or export of data from Salesforce.com CRM Objects.
- Worked on Sales Cycles, Sales process, Lead management and have good understanding of sales process implementation in Lightning application.
- Worked with Workflows, Process builders, Lightning Flow, Activities, Tasks and Notes.

**Client: PG&E**

**Feb/2016 – Dec/2016**

**Role: Salesforce QA Analyst**

Pacific Gas and Electric Company, incorporated in California in 1905, is one of the largest combined natural gas and electric energy companies in the United States. Based in San Francisco, the company is a subsidiary of PG&E Corporation.

#### **Responsibilities:**

- Attending requirement walkthrough and preparation of Test Plan, prepare test strategies and test cases.
- Tested users management, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the role hierarchy.
- Performed Integration, end to end and various other testing on Validation Rules, work flows, e-mail services and approval processes.
- Tested object and field level security and case assignment rule.
- Skilled in generating custom reports and dashboards.
- Developed approval processes and custom email templates.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
- Performance tested servers for specific requirements and analyze results
- Test Execution and Scheduling for all the manual scripts from ALM.
- Execution of smoke tests on each build and reporting the results to management
- Performed integration testing & data validations for various interfaces.
- Used Quality Center for documenting test cases, mapping test cases with requirements, Logging and tracking defects.
- Followed Agile methodology and Involved in Daily standup meetings, Sprint planning review and retrospective meetings to share what went well and what did not go well and used to come up with actions



items.

- Used JIRA for user story update and reporting.
- Involved in Test reporting, Defect reporting and Defect triage.
- Worked in onshore-offshore model.

**Client – Ministry Of Transportation Ontario**

**Feb/2015 – Feb/2016**

**Role: QA Analyst**

MTO is the ministry in the government of Ontario province in Canada which is responsible for driver/vehicle licensing and registration, road maintenance, and transport safety.

**Responsibilities:**

- Participate in onsite-offshore interactions as required, prepare and submit daily status reports to supervisor and provide timely updates for project trackers on the module assigned.
- Perform specific activities for the given module as per the Go-live implementation plan with guidance from supervisor.
- Document and share own learnings from the project, seek information and leverage knowledge from other modules.
- Participate in and prepare content for KT sessions, capture understanding of assigned module, and take on shadow support.
- Execute test cases as planned for the assigned modules with special focus on key modules using knowledge of test execution process for both functional and non-functional type of testing.
- Create test analysis report for the assigned modules. Implement specific activities of the Defect Prevention Plan.
- Create test cases for complex modules based on the defined test strategy for the assigned module.
- For the assigned module, implement guidance given on test data, perform set-up activities, prepare scripts (SQL, etc.) to create test data as required and populate test data in a timely manner.

**Client – Equinix**

**Aug/2013 – Jan/2015**

**Role: QA Test Engineer**

Equinix, Inc. is an American public corporation that provides carrier-neutral data centers and Internet exchanges to enable interconnection. Equinix data centers are also home to more than 500 cloud service providers, and the company operates the Equinix Cloud Exchange, a service enabled by a proprietary software that allows customers to connect to multiple clouds simultaneously.

**Responsibilities:**

- Used the sandbox for functional testing which involves Opportunity to Order business flow.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders.
- Prepared Test Data and verified test results for testing.
- Reviewed test scripts, test runs, and maintained test result reports using ALM.
- Retested the defects and followed Bug life cycle until they were fixed, retested and closed.

**Client – EPCOR**

**May/2012 – July/2013**

**Role: QA Test Engineer**

EPCOR is a utility company based in Edmonton, Alberta, which manages numerous municipal water and wastewater treatment facilities throughout Alberta and British Columbia. In addition, EPCOR Utilities distributes electricity and installs, maintains and provides engineering support for traffic signals and street lights within the City of Edmonton, as well as other cities in Alberta. EPCOR also services communities in Ontario, and the American states of Arizona and New Mexico.

**Responsibilities:**

- Planning the manual testing and distributing them across the team
- Test Case design of Siebel CRM application
- Feasibility analysis of the CRM test cases for Automation
- Automation of CRM test cases
- Test Case design of WCSS (Web Portal) application
- Feasibility analysis of the WCSS (Web Portal) test cases for Automation
- Automation of WCSS (Web Portal) test cases
- Maintaining a synchronization between Offshore and onsite activities
- Leading and Mentoring the Manual testing team at offshore
- Status gathering, consolidation and reporting
- Defect identification and defect reporting

**Client – AGL****Apr/2011 – Apr/2012****Role: Test Engineer / Functional Support**

AGL (Australian Gas Light) is one of the leading retailers of electricity and gas in Australia. It was an enhancement support project form the offshore implemented with SAP CRM.

**Responsibilities:**

- Learned SAP CRM functionalities and CRM business process
- Worked on BMC. (Ticket Management Tool)
- Resolved high priority issues in the Production environments
- Worked on AGL CRM enhancements
- Carried out Functional Testing of the enhancements
- Providing support to the production application
- Resolving the tickets and providing solutions to the customer/ end user