**Professional Summary**

* Technology professional with over 8 years of experience, and over 4 years’ experience with Salesforce, CPQ, and CLM as SFDC Admin, QA Lead and Business Analyst.
* Hands on experience in various phases of Software Development Life Cycle (SDLC) and Software Testing Lifecycle (STLC);
* Proactively interacted and coordinated with Business Analysts, Subject Matter Expert (SME), and Developers to recognize and comprehend the information required for testing and having the same among other testing groups for outlining the experiments and to accomplish the objective inside the stipulated time;
* Robotic Process Automation development, testing and production support;
* Well-versed in automation testing, good hands- on experience in Selenium with Java and Python;
* Actively involved in analysis, design, development, and executions of test plans and test cases;
* Proficient in manual testing of UI, Web Services (Rest API) and backend;
* Good experience with working in Agile and Waterfall Models.
* Excellent communication skills and proficiency in client interactions along with offshore-onshore co-ordination.

**Skills**

* **CRM/ERP**: Salesforce CRM, Salesforce CPQ, Conga CLM, PeopleSoft Financials
* **Languages**: Java, Python, Apex, JavaScript C#, JSON, XML, SQL, PL/SQL, NoSQL
* **Databases**: MongoDB, Restful Web Services, HTML5, CSS3, Ruby, Cucumber Gherkins
* **Tools**: UiPATH, Selenium, TestNG, Junit, AWS, Jenkins, Excel Reporting, Tableau,

MS Visio 2013, JIRA, HP ALM, QTP

* **Methodologies**: RPA, Test Automation, OAT (Operational Acceptance Testing), UAT

(User Acceptance Testing), Black Box testing, White Box Testing,

Regression testing, Smoke Testing, Waterfall and Agile

**Work Experience**

**Adminified (Appexchange App on Salesforce), San Jose, CA Feb’ 20 – Present**

**Project:** Adminified Salesforce App

**Role: Salesforce Admin (QA Lead)**

**Responsibilities:**

* Test data strategy, preparation and maintenance of data across QA, UAT orgs. Development and execution of test cases, automated test scripts, Test plans and procedures – UI and API
* Translation of Business Requirements into test scenarios and test cases, design of test automation framework with BDD implementation and Page Object design pattern
* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed the architecture of the product to ensure ease of coding and leveraging best practices of SFDC.
* Develop, execute and maintain API test scripts for SOAP bases tooling API and Rest API.
* Driven the periodic Sprint release cycles and work with business stakeholders to prioritize bugs and enhancements with JIRA.
* Used Jira to synchronize between Salesforce automatically created Salesforce cases from Jira.
* Involved in writing DML triggers and Apex classes.

**Environment:** Selenium with Java, REST Assured, Cucumber – 5.0, Maven -3.6, SOAP UI, Workbench, Salesforce Lightning, Lightning components, APIs, SOQL (Salesforce Query language), Apex

**Google Cloud - Project Vector, Sunnyvale, CA Oct’ 19 – Jan’20**

**Project:** Project Vector is Salesforce CRM platform of Google Cloud

**Role: Salesforce QA Lead**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Test strategy, Test management and Defect Triage for System Integration testing of Vector CLM implementation in Q2C module, build Test scenarios matrix with Requirements Traceability (RTM) approach
* Performed Smoke/Sanity tests across multiple Salesforce test orgs like QA and UAT
* Performed UI, Integration, API testing across functional and regression test cycles
* Test case creation and test case upload in (Tracker - test management tool) with Salesforce Data Loader
* Responsible for test execution reporting and defect reporting, maintenance of reporting dashboards in Tracker
* Contributed towards test automation framework enhancements to incorporate CLM testing capabilities in the existing framework
* Performed UI, Integration, API testing across functional and regression test cycles.
* Responsible for test execution reporting and defect triage, maintenance of reporting dashboards.
* Created reports and dashboards as per requirements, involved in automating redundant business processes with Process builder.

**Environment:** RTM, Salesforce Cloud - CPQ, SOQL (Salesforce Query language), Tracker, GSuite, Selenium with Java

**Chamberlain Group (Synechron), Sunrise, FL Feb’19 – Sept ‘19**

**Project:** B2B DE Technical Upgrade, B2CFunctional Enhancements. Black-box and White-box testing for functional and technical upgrade projects of CGI’s B2B and B2C websites.

**Role: Salesforce Admin/BSA Lead**

**Responsibilities:**

* Contributed towards functional, integration and regression test execution of existing features undergoing functional enhancements in QA lifecycle of B2C websites
* Created test cases in qTest based on functional and technical specifications documents, updated and reviewed test cases with QA leads, Business Analysts for User Flow feature for B2B technical upgrade project.
* Tested upgraded enhancements in Hybris back-office.
* Performed cross browser, UI and functional testing on mobiles, iPads and desktops.
* Responsible for raising bugs/defects in JIRA, defect retesting and closure of defects.
* Actively participated in Smoke Testing during production deployments.
* Was responsible for triggering automation smoke and regression test suites via qTest Automation host, script failure analysis, reporting test execution results, script refactoring and script enhancements.

**Environment: SAP** Hybris Backoffice, Apache Solr, JIRA, qTest, Automation Framework stack (Core Java, Selenium, TestNG, Maven -3.6, qTest Automation host, BrowserStack)

**Markel Corporation (Synechron), Glen Allen, VA Jan’18 – Jan’19**

**Project :** Salesforce CPQ and CLM implementation

**Role: Sr Salesforce CPQ Admin (for 8 months)**

**Responsibilities:**

* Monitored and worked on postproduction defects and provided solutions quickly.
* Documented complete flow of the system along with training documents for the users.
* Provided onsite and on call support to the IT team and helped in the knowledge transition for the new quoting engine.
* Worked on the enhancements and change requirements and help implement them.
* Performed Integration testing for end-to-end automated process functionalities to validate the implemented functionalities against Business User needs.
* Devise Test Strategy and Test Plan preparation, lead test review meetings. Translate Business Requirements into Test Scenarios and Test cases.
* Responsible for creating test cases against user stories, test execution, defect logging and sharing reports in JIRA - Zephyr.
* Responsible for performing UAT testing and sharing the report with Business Users for final sign off.

**Environment:** Salesforce CRM, Salesforce CPQ, Visio, SharePoint, MS Excel, MS SQL Server 2012, SQLite.

**Role: Salesforce CPQ Tester (for 4 months)**

**Responsibilities:**

* Performed Integration testing for end-to-end automated process functionalities to validate the implemented functionalities against Business User needs.
* Designed, implemented, executed and debug information technology test cases and scripts.
* Validate and document completion of testing and development.
* Performed Regression Testing on Salesforce CPQ application with DocuSign CLM.
* Performed detailed testing on documents generated with custom DocuSign templates.
* Automated the test cases including Screening, Intake Eligibility and Enrollment, Assessment, Case Management and End-to-end test cases.
* Investigated software bugs and maintained reports, tracked defects.
* Responsible for creating test cases against user stories, test execution, defect logging and sharing reports in JIRA - Zephyr.
* Responsible for performing UAT testing and sharing the report with Business Users for final sign off.

**Environment:** Salesforce CRM, Salesforce CPQ, Visio, SharePoint, MS Excel, MS SQL Server 2012, SQLite.

**RVM Enterprises (Synechron), Jersey City, NJ Apr’16 – Oct’17**

**Project:** Doc Review, Tracer 2.0, Client Dashboard, Salesforce - CPQ

In order to assist forensic data collection effort, RVM needs an application that can facilitate the identification of high-risk computers that can meet certain pre-defined criteria. Tracer is a deployable application via a USB stick for data collection, where data collection is controlled by a License management system.

**Client Dashboard, Relativity –** RVM’s in house platforms for processing, hosting and review of data.

**Salesforce – Steelbrick CPQ - Intacct -** In order to streamline the SOW generation for Salesforce CPQ’s implementation, RVM built an in – house application that can automate the SOW process. This implementation was further integrated with a 3rd party accounting software called Intacct to leverage the accounting software’s reporting capability.

**Role: Salesforce QA Analyst**

**Responsibilities:**

* Performed system integration testing of RVM’s complex in house data management tools and platforms.
* Tested data journey across various platforms starting from source, processing, hosting, review and production platforms.
* Performed testing of Client dashboards - Validate the data is extracted correctly at different levels and visualized properly on reporting dashboards.
* Involved in test data preparation, test case writing and review, test execution, defect logging and tracking on QA environment.
* Performed backend testing – tested triggers, performed complex querying on SQLite, testing of data migration schedules based on business process flags.
* Involved during the preparation of Business Requirement Document by the Business Analyst.
* Shared daily test case execution summary to the client, that includes system testing execution results, and defects summary.
* Worked closely with Developers and Business Analysts towards resolution of defects.

**Environment:** Salesforce CRM, Salesforce CPQ, Visio, SharePoint, MS Excel, MS SQL Server 2012, SQLite.

**Florida International University May’15 to Feb’16**

FIU’S FSSS department provides operational support, strategic direction and leadership in the use of the PeopleSoft Financials System by providing high quality instructor-led and online training, direct hands-on assistance via open labs, direct phone support via call-center, business process analysis and innovative problem solving by leveraging experienced functional and technical resources, complicated querying and reporting services, and consultative assistance to other departments, project teams and key-user groups in developing and rolling out new business processes and procedures.

**Role: Customer Support Analyst**

**Responsibilities:**

* Functioned as a Customer Support Analyst of PeopleSoft Financials for FIU’s Financial Systems Support Services (FSSS), acquired knowledge on functional aspects of eProcurement, Purchasing, Travel, and Expense modules.
* Functional liaison with technical team for issues or enhancements needing IT support.
* Involved in System testing of IT fixes and enhancements.
* Assisted users with utilizing additional delivered functionality.
* Content management of the FIU’s Office of the Controller Website using Adobe Dreamweaver.
* Re-routing of requisitions, travel authorizations approvals using PeopleSoft Query Manager.

**Environment:** SharePoint, FIU PeopleSoft - Financial Module/ Travel and Expense Module.

**CA Technologies (via Wipro) Nov’13 to Dec’14**

**Project:** CA- ITSM

Service Desk is a cloud based organizational unit designed by CA Technologies that acts as a central/ single point of contact between IT Service Providers and Users of IT Services. It is also a focal point for requesting standard services and reporting Problems.

**Role: Automation Tester**

**Responsibilities:**

* Worked on application development of ITSM; gained hands-on experience on Sencha- ExtJS, ODATA web services, and RTC environment for Agile scrum teams.
* Write test scripts using in UI test frameworks Java, Selenium and TestNg.
* Automated ODATA Web Services with Java and TestNg framework.
* Participate in test automation code reviews.
* Performed failure analysis and logged defects against the relevant test cases in HP QC.
* Responsible for script refactoring and ensure script automation is in line with requirement changes.
* Responsible for running the test suite and sharing the run results with the entire team.
* Monitored a team of six in achieving the set target of 4000 test scripts for ITSM’s Lotus release.

**Environment:** Sencha - ExtJS, HTML5, CSS3, Eclipse, Selenium with Java, JDK 1.8, TestNG, HP QC, Advanced Rest Client, Git.

**Seagate (via Wipro) Jun’11 to Oct’13**

**Project:** Global eReturns

Global eReturns System (GRS) of Seagate Inc. is an internet-based application using which a customer can return/replace a product that is within warranty.

**Role: Developer – Frontend**

**Responsibilities:**

* Gained experience in application development using advanced J2EE technologies, JavaScript tool Dojo and RESTful web services.
* Involved in rapid application development and addressing technical issues in the application.
* Handled a testing team of 6 for a period of 7 months during unit testing phase of the application development lifecycle.
* Involved in the development of a Proof of Concept (POC) for the UI design of GRS application using different technologies such as JavaScript, e-enabler (Wipro internal tool), HTML, CSS, and JSF.
* Involved in challenging tasks of trying out various combination of technologies in finalizing the business model of the application.

**Environment**: Eclipse, SVN Repository, Java 1.6, Dojo 1.8, HTML4, CSS

**Education and Certifications**

* **Master of Science (IS and Business Analytics), Florida International University**
* **BE from Andhra University**
* **Oracle Certified Professional**
* **Salesforce Certified Administrator (SU20)**
* **Java SE 6 Certified Programmer**
* **UiPath – RPA Developer Foundation Diploma**
* Feather in the Cap Award – Wipro
* Spot Award – Synechron