|  |  |  |
| --- | --- | --- |
| **Sai Ponaboina** | **469.262.6979** | **ponaboinasai@gmail.com** |

**Summary**

An highly accomplished IT professional with 9+ years in industry with over 5 years in Salesforce CRM Platform and 3+ years .Net development as Salesforce Tester and QA Analyst. Proven my ability to build solid relationships with client organizations and to insure customer satisfaction. Demonstrated strong industry knowledge, product, and product enhancement for in Financials, Mortgage, Telecom, Oil & Gas domains.

**Highlights**

* Having Strong analytical, problem solving, communication, and interpersonal skills.
* Experience implementing Software Development Life Cycle (SDLC) as it relates to QA in an enterprise environment.
* Expert in analyzing Business Requirement Document (BRD), Functional Specification Documents (FSD), gap analysis.
* Strong testing skills in Salesforce1 Mobile App, Salesforce standard object, custom objects, custom fields, page layouts, custom Tabs, Reports and various other components as per application requirements.
* Strong experience in Defect Life Cycle in QA.
* Worked on business approvals, supporting UAT testing and Production validation (Smoke Test).
* Have extensive experience in implementation of Workflow Rules, Role based Page Layouts, Record Types, Approvals and Assignment Rules.
* Extensive experience in writing Test Plans, Test Scenarios, Test Cases and analysing Test Results.
* Extensive experienced in handling projects in the areas of Functional, Integration, Regression and Acceptance Testing in Agile and Waterfall models
* Good knowledge in Data Loader 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.
* Worked on sales cloud and service cloud.
* Strong exposure to Security and sharing rules implementation at object, field, and record level for different users at different levels of organization and also Single Sign - On (SSO) setup.
* Good knowledge of Salesforce configuration, Data migration, System integration Testing and familiarity with Visualforce (Pages, Components, Controllers) MVC architecture.
* Hands on expertise in moving Apps from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Well versed in analyzing CRM business processes that include Campaign management, Lead Management, Role Hierarchy, Account Management, Case Management and in a multi-tier environment.
* Implemented Security and Sharing rules at Object, Field and Record levels for different users in the organization.
* Have knowledge in implementing various advanced fields like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, and Approval Processes for automated alerts, field updates & Email generation per application requirements.
* Hands on experience in conducting Joint Application Development (JAD) sessions with End-users, SMEs, Developers, QAs and other stakeholders for project meetings, walkthroughs and customer interviews.
* Experience in building reports and dashboards, customizing them as per user requirements.
* Performed Back End Testing by executing SOQL queries. Conducted and participated in defect triage meetings.

**Professional Experience**

**Springbok Energy Feb 2017 to Till Date**

**Sr. Salesforce Tester**

* Validated Data security and Sharing rules in Salesforce. Tested Users, Profiles, Role hierarches and Permission sets as per user profile and Public group.
* Validated hundreds of reports and tested dashboard bases on roles and role hierarchies.
* Tested salesforce standard objects (Campaign, Accounts, Contacts, Opportunity) and custom objects, page layouts, fields validations and its access to the user based on defined profile.
* Validated workflow rules, approval processes, and validation rules.
* Used Data Loader 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.
* Tested lookup and master- detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on Data migration from lower environment to higher environment and validation the data.
* Created Test scripts, Test cases, executed Test cases and logged the defects in QC environment.
* Performed GUI, Functional, Regression, Retesting, Usability, Acceptance, Smoke testing
* Good interacted with QA team members, Developers, Project Managers and Clients to resolve issues
* Regularly participated in Technical and Use 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.
* Sent out daily status reports to the QA managers, QA team members and Developer teams.
* Mentoring and coordinated with onsite/offshore teams, conducted necessary KTs and provided full support whenever it was required.

**Environment:** Salesforce.com, Visual Studio Code, Data Loader, Apex Classes, Visualforce Pages, SOQL, WSDL, SOAP, Workflow & Approvals, Jira, jSON, XML.

**Bank of America Sep 2015 to Jan 2017**

**Salesforce QA Analyst**

* Involved in Understanding the Source system with Business Analysts and Functional Consultants.
* Creating Test Scripts based on the Business Requirements Specification documents in HP Quality Center.
* Interact with various Business Analysts and Developers to design better test plan and strategies based on the requirements of the business.
* Executing Test Cases in Quality Center and logging defects.
* Prepare documentations like Testing Progress, Test coverage and providing status to various stake holders.
* Helping the Business team in carrying out the User Acceptance Testing.
* Conducting Joint Application Development (JAD) sessions with End-users, SMEs, Developers, QAs and other stakeholders for project meetings, walkthroughs and customer interviews.
* Discovered missing data needed for reporting and worked closely with the client to get the correct fields and objects created to complete the project.
* Tested Salesforce1 Mobile App, Salesforce custom objects, custom fields, page layouts, custom Tabs, Reports and various other components as per application requirements.
* Creating and testing Salesforce CRM Workflows, Approval Processes, Validation Rules and Sharing & Security rules.
* Provided ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
* Used Data Loader 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.
* Moved Apps from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Tested Saleforce.com setup, Configuration, customization. Worked on data migration from databases to SFDC using Data Loader.
* Performed Security and sharing rules implementation Testing at object, field, and record level for different users at different levels of organization.
* Maintaining the Regression test suite for the applications. Conducting and attending the scrum and discussing about Impediment.
* Run database queries in workbench for Test data into salesforce.

**Environment:** Salesforce Platform, HP Quality Center, Eclipse (Force.com IDE), Apex, Visualforce (Pages, Component and Controllers), Pages, Data Loader, SOQL.

**Thomson Reuters Sep 2014 to Aug 2015**

**Salesforce Tester**

* Tested Sandbox environment customized the Salesforce application as per the client's requirement.
* Involved in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data. Tested the company's Salesforce CRM application.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Service cloud.
* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization.
* Involved in finding the gaps of the requirements and acting as the Scrum master for all the Sprints.
* Preparing Test Strategy and Test Plan for all the applications.
* Analyzed Business requirements and solution specification documents to design Test Plans, Test cases.
* Defined requirements in Quality Center and mapped with the respective test cases for traceability.
* Designed the Test Strategy, Test Plan, Test cases, created RTM, Test Results documents. Verify that for rejected data proper error logs are generated with all details
* Performed Test Plan/Test case review meetings during testing phase. Performed execution of test cases manually using Quality Center.
* Wrote SQL queries to compare source to target data. Performed data validation testing, wrote test cases based on business scenarios.
* Designed test data using MS Excel sheet for testing the application with positive and negative inputs. Conducted Configuration, System and Integration Testing and User Acceptance Testing.
* Performed sanity / smoke testing for each release. Maintained multiple versions of test sets and worked on regression testing.
* Involved in all phases of SDLC. Used QC for tracking, analyzing and documenting.

**Environment:** Salesforce Platform, Eclipse (Force.com IDE), Apex Language, Visualforce (Pages, Component and Controllers), Data Loader, SOQL, Jira.

**Bank of America Jan 2011 to Aug 2014**

**QA Tester**

* Involved in Understanding the Source system with Business Analysts and Functional Consultants.
* Analyzed Business requirements and solution specification documents to design Test Plans, Test cases.
* Involvement in the System Test Plan Preparation and Requirements Streaming. Involvement in Preparation of Test Procedures, Test Scenarios, Cases and Test Data
* Responsible for GUI and Functional Testing. Preparation of the Test Strategy and guiding the team
* Involvement in Test Execution, Results Analyzing and Defect Reporting using HPQC. Involvement in RTM Preparation.
* Enhancing the Test Scripts for Global Execution. Involved in solving Environmental problems with Technical Support People, especially in Server Connections and Database sharing activities
* Preparation of Weekly and Monthly Status reports

**Environment:** .NET Framework 2.0/4.0, Quality Center, ASP.NET, C#, IIS 7.0, HTML, DHTML, XML, SQL Server 2005/2008, Web Services, SSIS.

**Education**

Post Graduate Diploma in Computer Application – Osmania University, 2001

Bachelor of Commerce – Osmania University, 1999