Lohith P Menon

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| **Professional Summary** | Proactive and tenacious with solid understanding of Salesforce CRM, experience with Agile and Scrum frameworks. Proficient in Jira, ALM and handle Salesforce admin tasks and quality assurance practice for Salesforce application. |

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| **Skills** | Salesforce CRM administration Quality assurance   |  |  | | --- | --- | | Salesforce CPQ  Requirement Gathering  Reporting and documentation  Technical communication skills  Reporting and documentation | Test script development  Cross-platform testing  Team building and training  Interpersonal and written communication | |
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| **Work History** | May 2016-Current  Lead Analyst – Salesforce | CGI | Bangalore, India Configuration and administration of Salesforce enterprise editions and installation of Salesforce applications to provide business solutions.  Maintained and customized Salesforce.com scopes such as CPQ configuration, users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions. Provided support to 420 Salesforce users worldwide and acted as the primary point of contact for end-user support.  Senior Test Engineer | CGI  Reviewed test plans and procedures to ensure adequate coverage of system requirements.  Developed and executed comprehensive test plans and workforce breakdown structures for complete systems.  Analysed test results and prepared system-level evaluation reports to verify and validate system performance.  Reviewed, evaluated and identified requirements for test-ability.  Salesforce Testing | CGI  Lead the testing team for the migration project for Sodexo, France. The migration from legacy CRM tools to Salesforce cloud services was one of the most successful salesforce implementations from CGI with zero client escalations and no defect leaks.  June 2015-May 2016  Quality Assurance Analyst | EY | Kochi, India  Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches.  Privileged to be part of the Quality & Risks team and Information security team working towards creating a workflow process that is easy to follow and adheres to EY standards and external auditing agencies.  September 2013-May 2015  Senior Test Engineer | Ruby Seven Studios | Kochi, India  Operated under Agile and Scrum frameworks to complete releases every week and well-organized sprints. Wrote and optimized test cases to maximize success of manual software testing with consistent, thorough approaches.  March 2012-August 2013  Quality Assurance Engineer | SOD Technologies Pvt Ltd | India, Kerala  Collaborated with developers and product owners to stay current on product features and intended functionality. Identified and tracked defects with Bugzilla and supported developers in resolving problems by completing additional tests. Proposed improvements to development and testing processes to positively impact usability, function and performance. Completed integration testing, system testing and regression tests under tight deadlines to meet client demands and project timeline. |

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| **Education** | 2011  Bachelor of Engineering: Computer Science and Engineering  Anna University Coimbatore, Coimbatore, India |

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| **Certifications** |  |