

**K. VENKATESH**

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## **Professional Summary**

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- Competent professional with 8+ Years in managing the wide spectrum of tasks including CRM, Vendor Development, ERP/SCM Product Development.
- Expertise in **ERP** and **Salesforce - CRM**.
- Extensive working experience on **Functional Testing, System Testing, Application Testing, Regression Testing, Smoke testing, Re-testing**.
- Well Acquainted with Software Development Life Cycle, Testing Life Cycle Phases, Bug Life Cycle Concepts and Methodologies.
- Good knowledge in **Sales, service** and **marketing cloud**
- Experience in working with database tools like **Apex Data Loader, Work Bench and Inspector**.
- Worked in testing areas like **Work flows, process builders, formula fields** and **validation rules**.
- Worked in Admin areas like **Permission sets, Account Merge, Contact merge, Custom label** and **refresh sandbox activities**.
- Good Exposure on **Users, Profiles, Role Hierarchy, Custom** and **Standard Objects, Reports, Dashboards** and involvement in testing on **Approval process, Assignment rules & Page Layouts**.
- Knowledge on Installed packages like **CPQ, Conga, DocuSign** and testing experience.
- **Scrum Fundamentals Certified**.

## **Employment History**

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**Company: Almtech Software Solutions**

**Tenure: January 2017 to Till Date**

- Perform admin activities like Users, Profiles, Custom and Standard Objects, Reports, Dashboards, Validation rules & Page Layouts.
- Knowledge Transition about Project workflow and product given to the new team members
- Conducting requirement review with Product Owner to understand and concur on the finalized requirements.
- Develop test schedules, test plans and assist QA team with test case creation and requirement clarifications.
- Having good knowledge on SDLC, STLC and defect life cycle process
- Provide user documentation and training for the deliverables.
- Worked on Waterfall & Agile Scrum methodology.
- Identifying requirements & preparing Test Scenarios/cases, review and execution.
- Test Data preparation and UAT.
- Involved in Test Execution like Smoke Testing, Sanity Testing, System Integration Testing (SIT), Regression, End to End testing.

- Providing input for any defects raised and assign it to relevant dev team.
- Publishing Test Summary Reports, DSR, QA status Reports on weekly and daily basis.
- Facilitate defect triage calls to expedite defect analysis, assign it to relevant dev team to reduce resolution time.

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**Company: Inventurous Knowledge Solutions**

**Tenure: March 2014 to Jan 2017**

**Designation: Business Analyst**

Experience in Implementation and support For Gulf Projects (Saudi Arabia), Project Management, Requirement Analysis, Team Management and User Support. Worked as a Business Analyst with the following responsibilities.

- Business process analysis and requirement gathering through interviews, workshops, emails, existing system documentation reviews and other appropriate methods.
- Mapping of business process (Mapping of As-Is process to To-Be Process) and requirements to application.
- Involved in End to End ERP implementation process.
- Worked on wire framing tool Balsamiq for prototyping of the application.
- Worked on Camstasia for creating video tutorials for the users for better understanding of the applications.
- Provided End User Training on Various modules like Procurement, Inventory and Sales modules.
- Client Site management & Client query management & Project Signoff Conducting training sessions for the end users and process owners.
- User Acceptance Testing (UAT) environment Setup.
- Coordinate with technical team to upload and verify the Master data and open transactions. Post live support.
- Handling tickets and application support to the end-users.
- Coordination with client managers/Key users and other teams for issue resolutions and getting sign-off for release to be moved to production.
- Prepared help documents and user manuals for the released modules.
- Actively handled in JAD sessions for gathering requirements
- Involved in preparing Process Flow Diagram & other UML Diagrams using MS Visio and working experience on Modules such as, Procurement, Inventory, Sales, and HCM (HR and Payroll).
- Participated in Joint Application Design sessions with Development and Quality Assurance Teams
- Creating end user training material and operational documentation.

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**Company: TATA Motors, Hyderabad**

**Tenure: Feb 2012 to March 2014**

**Designation: Customer Service Associate**

- Lead follow ups and closure for corporate services..
- Providing better services to customer and to develop new services needs.
- Marketing / Branding Initiatives - Established strong image for company - Respect, Trust,
- Integrity - through various marketing strategies and customer services.
- Provide extensive sales training and development on program requirements, effective
- Merchandising and promotional events.
- Handled e-mail campaigns and online advertising campaigns in collaboration with in house team.

**Testing expertise on:**

- Expertise experience in Testing and acquired sound knowledge in testing processes.
- Expertise in all the stages of SDLC, STLC and Bug Life Cycle.
- Expertise in Agile Methodology.
- Expertise in Functional Testing, Integration Testing, End to End testing.
- Proficient in Test Execution, analysing the results, Bug Reporting and Bug tracking.
- Expertise in ERP and CRM functional testing.

**Certifications**

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- **Scrum Fundamentals Certified (SFC)**

**Education Details**

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**2011** MBA (Marketing and HR) from Osmania University, Hyderabad.

**2009** B.Sc (Computers and Statistics) from Kakatiya University, Warangal.