**RESUME**

### Jammula Teja

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#### Professional Experience Summary

* **Having 9 years** of experience in the field of Software Testing in Salesforce Lightening (Sales cloud, Service cloud), CRM, Ecommerce, Healthcare domain (ERP), Insurance and Openbravo (ERP).
* Having experience on **Agile Methodology.**
* Hands on experience in writing test cases.
* Having experience on Exploratory Testing.
* Rigorously involved in performing Black Box testing for Client Server as well as Web Based applications.
* Participated in Defect Management and Bug Reporting using ALM, Bugzilla and Jira tools for business software have and web applications.
* Professional with extensive in functional testing, sanity testing and regression testing.
* Proficient in Testing Process and excellent hands on experience in manual testing.
* Maintained test scripts by adding additional functionality for different releases.
* Involved in complete testing of given module and ensuring the same to be error free before deployment.
* Involved in the Stress Tester automation tool.
* Highly motivated and can quickly learn any new environment.

**Career Path:**

* Working as consultant for Capgemini India PVT, LTD Hyderabad from December 2014 to till date.
* Worked SFDC Tester for ISS SOFT TECH PVT. LTD. Hyderabad from June 2014

to September 2014.

* Worked as a QA Analyst for Trifecta Technologies, Visakhapatnam from April 2012 to May 2014.
* Worked as a QA Engineer for Sajix Software Solutions Pvt Ltd (Healthcare IT), Visakhapatnam from September2010 to February 2012.
* Worked as Software Test Engineer for Apex Encon Projects Pvt Ltd (Openbravo), Visakhapatnam from September 2009 to June2010.

Educational Qualification:

* **B.Tech,** from Jawaharlal Nehru Technological University, in March 2003.

##### Technical Skills

Software : Oracle11g, MS Access

Languages : C, C++, Java, SQL, PL/SQL

Operating System: Windows 95/98/2000/NT, MS-DOS, UNIX

Testing Tools : QTP, Load runner, Selenium

#### Project Details

**Discover Financial Services**

**Test Engineer**

**Description:**

Discover Financial Services, Inc. is an American financial services company that owns and operates Discover Bank, which offers checking and savings accounts, personal loans, home equity loans, student loans and credit cards. It also owns and operates the Discover and Pulse networks, and owns Diners Club International.

**Responsibilities:**

* Understanding the functionality of user stories in Rally
* Tested 310 pages in the Discover home loans web application
* Test Execution, Reporting and Tracking of Defects maintained in ALM
* Prepared the Daily Status Reports in planning and execution phases of the project
* Coordinating Onsite team for defect fixing and attended the business calls
* Daily joined the scrum call and updated the status
* Involved in Issue resolution by interacting with developers
* Filled some of the functional gaps by thinking outside the box

**Ameritas Service Cloud**

**Salesforce Test Engineer**

The project’s objective is to implement a Service Cloud for Retirement Plan LOB for Ameritas. This is involved with Integration points of Outlook integration to trigger Email2Case, Cisco telephony integration and Creation of case manually in salesforce. Testing is started with creation of case in salesforce and assigning of that case to either queue or user depends on the case work flow logic. Here we are handled 32 case types. Depends on the selection of reason and sub reason of case type that case should be assigned to either queue or user. User had the option to change the owner through change owner if user goes for vacation/unexpected leave. Once the case is assigned to either user or queue then that user should login and accepts the case and work on it and assign that case to next user or close it depends on the case work flow logic.

**Responsibilities:**

* Understanding the functionality of user stories in Jira
* Tested the salesforce application in Lightening view
* Test Execution, Reporting and Tracking of Defects maintained in Jira
* Prepared the Daily Status Reports in planning and execution phases of the project
* Coordinating Onsite team for defect fixing
* Daily joined the scrum call and updated the status
* Involved in Issue resolution by interacting with developers
* Filled some of the functional gaps by thinking out of the box

**Multinational GO**

**Salesforce Test Engineer**

**Description:**

The project’s objective is to implement a complete end-to-end solution for client’s multinational business which allows partners, insured clients, agents/brokers and internal operations team to Issue policy/communicate via a salesforce.com community across 200 countries. The scope of this effort will be focused on delivering a SFDC portal integrated with GUT for local network partner. Create a scalable, end-to-end solution for the underwriting, implementation, monitoring of and reporting on multinational programs (outbound and Inbound) of all sizes produced by The Hartford, including the efficient management of The Hartford’s multinational network of insurer partners.

**Responsibilities:**

* Understanding the functionality of user stories in Rally
* Used Rally tool for the project management
* Tested the Salesforce application in Lightening view
* Done End to End testing with Global Underwriting Tool
* Test Execution, Reporting and Tracking of Defects in QC
* Prepared the Daily Status Reports in planning and execution phases of the project
* Coordinating Onsite team for defect fixing
* Daily joined the scrum call and updated the status
* Involved in Issue resolution by interacting with developers
* Filled some of the functional gaps by thinking out of the box

**Environment: SFDC**

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| **HVHC(Davis Vision)** |  |

**Salesforce Test Engineer**

**Description:**

HVHC Project and Change management RT queue modernization across 13 Business Units solving for the following:

• Communication Management

• Ticketing & Tracking

• Implementation Processes

• Integrate with HVHC single sign on

• Integrate with HVHC Documentum (file management system)

**Responsibilities:**

* Understanding the functionality of user stories to derive Scenarios
* Tested the salesforce application in Lightening view
* Test Execution, Reporting and Tracking of Defects in JIRA
* Prepared the Daily Status Reports in planning and execution phases of the project
* Coordinating Onsite team for defect fixing
* Involved in preparing Weekly Status Reports
* Identifying the Regression test suite
* Daily joined the scrum call and updated the status
* Involved in Issue resolution by interacting with developers

**Environment: SFDC**

Project : Global CRM Client : MUFG

Role : Test Lead

**Description:**

Global Customer Relationship Management (GCRM) project tested on data sharing model that aligns with a “need to know” approach to ata sharing and addresses Compliance concerns related to avoiding conflicts of interest. A Role hierarchy was introduced that creates superior/subordinate visibility to information based on record ownership. The main features developed and tested on Salesforce application are Accounts, Account Coverage Team, Call Memos, Cases, Contacts, Cross Border data sharing, Opportunities, Opportunity Calculations, Opportunity Coverage Team, Reports, Roles & Profiles based visibility.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in ALM tool.
* Involved in Issue resolution by interacting with developers.

**Environment:** SFDC

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| Project **:Workflow Management**  Client **:** Zurich  Role  **:**Test Engineer  **Description:**  The Underwriting Desktop Workflow Management (UWD WFM) is a process implementation within Zurich North America Insurance (ZNA) that involves integrations with Salesforce CRM, ZSOA Services, Enterprise Database (EDB).UWD WFM handles 4 Lines of businesses -New Business, Renewals, Endorsements and Service Request transactions. The program details about the System Integration Testing process starting with an Opportunity till the Issuance of Policy.ZNA agent’s sends email to Underwriters (UW). UW’s will have Underwriter Assistant reporting to them. UW’s/UA’s use their Lotus Notes to launch the STUD (Send to Underwriter Desktop) application. Using STUD they initiate the process of underwriting in Salesforce screen. STUD creates the parent NB case to which all subsequent assignments will behave as child case. From Salesforce UWD various process such as Customer Identification, Product Setup, Rating, Quoting, Binding and Issuance will be documented in form of assignments. Once the policy is issued, NB case will be closed.  **Responsibilities:**   * Understanding the functionality by referring BRD and FRS’s. * Perform manual testing by executing test cases in ALM tool. * Created the submissions and policies with respect to Tasks and Queues. * Involved in Issue resolution by interacting with developers.   **Environment*:*** SFDC,Enterprise Data base workbench  **Project**  **: eFNOL**  Client **:** Farmers |
| Role  **:**Software Consultant |

**Description:**

The electronic First Notice of Loss (EFNOL) program is a technology modernization initiative focused towards improving the user experience across all the channels of the Farmers brand family. EFNOL, a web based claims entry application is built on the Salesforce cloud architecture to meet the following key business objectives:

-Enable Agents and Customer to be “in control” of how, when and where they interact with Farmers during the claim process

-Keep agents, customers engaged while promoting branding and making loss reporting an easy process

-Modernization of platform and architecture for enabling self service, customer interactions and engaging user experience.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in ALM tool.
* Created the claims for auto and property LOB’s for all the claim types with respect to the cause of loss and verified them in the HEART of farmer’s database for all the brands like Farmers, Foremost, Bristolwest, Faremrs Hawaii and 21C.
* Verified the claim numbers in SFDC with status queue details and claim representative details.
* Involved in Issue resolution by interacting with developers.

**Environment:**SFDC, HEART Data base

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| Project : PI AON  Client : AIG  Role : Test Specialist |  |
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**Description:**

Broker Analysis tool is an insurance tool which is used by broker to create policies for Professional Indemnity product. This tool is used to create a policy, Endorse, renewal and cancellation .Here the BAT system interacts with the Transact system where Underwriter accepts or rejects the Quote/policies and all the transactions which are made by broker through BAT system can be saved in Transact page. Both the systems data has been verified through XMLS.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in ALM tool.
* Validated the policy holder details through XMLS.

**Environment:** windows 7

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| Project : HVT  Client : AIG  Role : SFDC Tester |  |
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Description:

AXA’s Third Party distribution channel has accepted business submitted by BGAs (or GAs) or retail AXA Advisors only.  It has not allowed new business to be submitted directly by any other entity that might have been involved in the sale of such a life insurance policy, including banks, broker dealers, and warehouses. The goal of High Value Target is to make the necessary systematic, business process, and contractual changes required to allow Third Party distribution partners also and which is developed in Salesforce platform.AXA need the ability to identify, report on and service Third Party business and sales activity regardless of the distribution arrangement; not only just at the BGA level, but also at any level within the relationship hierarchy defined for the Financial Institution

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in ALM tool.
* Participated in test case reviews.
* Involved in testing of Web services through Wire mock/Fitnesse tool
* Status reporting to QA manager
* Involved in Issue resolution by interacting with developers.

Environment: SFDC

**Project** :**CA SaaS Customer Lifecycle Management Tool**

Client : CA

Role : Test Engineer

**Description:**

CA SaaS Platform is a cloud development and operations environment that drives growth by enabling the company to build, deliver, sell and support new SaaS solutions faster, better and more economically than ever before. CA proposed the solution to vendor for Global, Integrated, Cloud based solution that can manage the CA SaaS customer lifecycle has been chosen Gainsight to supply the 360 view. It will allow visibility, collection and drive actions based on customer data. Also provides visibility into customer engagement and feature adoption for CAteams(Sales, Product Management, Engineering, CST, SaaS Ops, Support, Marketing). Installed customer SaaS tool into CA’s Salesforceinstance. Through Informatica data has been taken from different sources (CSM,COD,SAP BW,Medallia) and placed the extracts feed at Enterprise Information Warehouse which will be taken by Gainsight.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in ALM tool.
* Checking the data in source table and target table by executing the queries in SQL.
* Involved in Integration testing of target table data with Salesforce data for Nim soft source.
* Status reporting to QA manager
* Involved in Issue resolution by interacting with developers.

**Environment:** :SFDC,SQlnformatica

**Project : Point of Sales**

Client : Carlo’s Bakery

Role : SFDC Test Engineer

**Description:**

Carlos Bakery point of sale refers to the area of a store where customers can pay for their purchases and which is used to describe systems that record financial transactions and send them to the salesforce through Heroku. This could be an electric cash register, an integrated computer system which records the data that comprises a business transaction for the sale of Cakes. Carlos Bakery Salesforce is pushed Products/catalogs/items to the POS system. Order taker builds an order from the Customer through iPad using different modes like Register, Build, Label, Pickup and Line bust mode check out an order through Cash, Check, Credit card and Gift card. Discount, Coupons are given on an order total in check out screen. Once the Order has been done payment then order is persisted to salesforce through Heroku.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in Jira tool
* Participated in test case reviews
* Involved in Integration testing of Saleforce,Pos and Heroku.
* Involved in testing of Web services through Wire mock/Fitnesse tool
* Status reporting to QA manager
* Involved in Issue resolution by interacting with developers.

**Environment:** :SFDC, Force.com

**Project : Logistics**

Client : Carlo’s Bakery

Role : SFDC Test Engineer

**Description:**

This application developed to be used in Mobile Phones for the customers to have a fast and easy access to the application at any place and time. This application has various modules to look for and access information. Some of them are Accounts, Contacts, Leads, Opportunities, Orders, Purchase Orders, Delivery Trucks, Deliveries, and Delivery Orders etc. Each of them has a List View and a Detail View and the user can View Information, Add Information, Edit and Delete data according to their access rights. And there are 4 main sections available in each entity; they are Actions pane, Details Pane, More Details pane and Related Items.

**Responsibilities:**

* Worked on the Modules Accounts, Contacts, Leads, Opportunities, Tickets
* Prepared and executed manual test cases for System testing
* Performed Functional, Data Integrity and Usability testing
* Prepared and executed manual test cases for System and Data Integrity testing
* Tracked and Logged Defects in Defect Tracking System
* Reviewed Test Cases and prepared RTM.

**Environment:** SFDC, Force.com

**Project : Cake boss in Salesforce**

Client : Carlo’s Bakery

Role : SFDC Test Engineer

**Description:**

Carlos bakery is the online application through which the customer can order the different varieties and specialty cakes. Customer Service would be able to pull up the Specialty Cake order area and lookup Product/Item and it would show the Attributes and Attribute values available for selection for that Cake. Application provides options for customer to select the cake of his own choice by selecting attributes value like Number of People to Feed, Cake Size, Shape and Type, Fondant Color and Cake Filling.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in Jira tool
* Participated in test case reviews
* Status reporting to QA manager.
* Involved in issue resolution by interacting with developers.

**Environment:** SFDC, Force.com

**Project : Fanwear in Salesforce**

Client : Varsity Colors

Role : SFDC Test Engineer

**Description:**

Varsity Fanwear and Fundraising is the online ordering destination for Varsity Spirit Fashions, Designed by cheerleaders for cheerleaders, Varsity Spirit Fashions is the world's largest designer and manufacturer of cheerleading uniforms. Varsity Shop is committed to providing you the best in cheerleading uniforms, cheer uniforms, dance uniforms, cheer shoes, dance shoes, all star uniforms, cheerleading uniform sales, cheer clothing, dance clothing, cheer and dance gifts, and cheer collections. Select from thousands of in-stock cheerleading items including cheerleading uniforms, pom pons, cheerleading shoes, cheerleading warmups, warmup jackets, warmup pants, cheer socks, cheer briefs, cheer bags, cheer tops, cheer tanks and cheer shorts. Varsity Shop is the ultimate destination for cheerleading accessories including cheer megaphones, cheer jewelry, cheer trading pins, cheer bows, cheerleading camp CD's and DVD's, cheerleading competition DVD's, and much more.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in Jira tool
* Participated in test case reviews
* Creating test scripts, Executing scripts.
* Status reporting to TL and QA manager.
* Involved in issue resolution by interacting with developers.

**Environment:** SFDC,Force.com

**Project : All-star in Salesforce**

Client : Varsity

Role : SFDC Test Engineer

**Description:**

Varsity All Star Enterprise is the site to provide all the things ALLSTAR focused on providing the gym owner and coach with information, Details of the scoring system, Resource, Fashion and the family plan etc.

Varsity teams are the principal athletic teams representing a college, university, high school or other secondary school. Such teams compete against similar teams at corresponding educational institutions. Groups of varsity sports teams are often organized into athletic conferences, which are groups of teams that regularly play each other during a given athletic season. In recognition of their high level of performance, athletes on varsity teams are often given varsity letters (is an award earned in the United States for excellence in school activities). Varsity letter signifies that its winner was a qualified varsity team member, awarded after a certain standard was met

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in Jira tool
* Participated in test case reviews
* Creating test scripts, Executing scripts.
* Status reporting to TL and Onsite PL.
* Involved in issue resolution by interacting with developers.
* Participated in weekly status meetings with the team to discuss open issues.

**Environment:** SFDC,Force.com

**Project : Custom in Salesforce**

Client : Varsity

Role : SFDC Test Engineer

**Description:**

Varsity customs project is an application where the customer or user can design his own items which in return approved by the customs manager and then the items are allowed to the catalog in the public site.Its an workflow where Sales Rep create an Design development request, customer lettering and submit to the Artist(who take the ownership) setup the item in the public site.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in Jira tool
* Participated in test case reviews
* Creating test scripts, Executing scripts.
* Status reporting to TL and Onsite PL.
* Involved in issue resolution by interacting with developers.
* Participated in weekly status meetings with the team to discuss open issues

**Environment:** SFDC,Force.com

**Project : CRM**

Client : Epicure

Role : Test Engineer

**Description:**

**Customer relationship management** (**CRM**) is a widely implemented model for managing a company’s interactions with customers, clients, and sales prospects. It involves using technology to organize, automate, and synchronize business processes—principally sales activities, but also those for marketing, customer service, and technical support. The overall goals are to find, attract, and win new clients, nurture and retain those the company already has, entice former clients to return, and reduce the costs of marketing and client service. Customer relationship management describes a company-wide business strategy including customer-interface departments as well as other departments. Measuring and valuing customer relationships is critical to implementing this strategy.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing by executing test cases in Jira tool
* Participated in test case reviews
* Creating test scripts, Executing scripts.
* Status reporting to TL and Onsite PL.
* Involved in issue resolution by interacting with developers.
* Participated in weekly status meetings with the team to discuss open issues.

**Project : iHelix**

Client : Petrotrin (West Indies)

Role : Test Engineer

**Description:**

IHelix is a Web Based Healthcare Product which is mainly developed to meet the requirements of the Healthcare Industry. This Product automates the daily activities of the Hospital starting from Patient Registration to till Discharge from the Hospital. The Main features of this project are OP Billing, IP Billing, Appointment, Electronic Health Record, Lab Reports, Radiology Reports and Prescription. Modules of iHelix are Clinic, DIS, PIS, Lab, Radiology, Revenue Cycle Management, Financials, HR, Material Management, Configuration and Administrator.

**Responsibilities:**

* Understanding the functionality by referring BRD and FRS’s.
* Perform manual testing and raised the bugs in BugZilla tool.
* Participated in test case reviews
* Creating test scripts, Executing scripts.
* Status reporting to TL and Onsite PL.
* Involved in issue resolution by interacting with developers.
* Participated in weekly status meetings with the team to discuss open issues.

Environment: Developed in Java (JDk1.6, JSP, Struts), Web sphere, Linux, Oracle 11g

**Project : Material Requirement Planning**

Client : Apex Encon Projects Pvt Ltd

Role : Test Engineer

**Description:**

MRP calculates and maintains an optimum manufacturing plan based on master production schedules, sales forecasts, inventory status, open orders and bills of material. If properly implemented, it will reduce cash flow and increase Profitability. MRP will provide you with the ability to be pro-active rather thanRe-active in the management of your inventory levels and material flow. And mainly useful for manufacturing industries to automate their stock, to maintain minimum stock, checking the raw-materials available for production, planning, Manufacturing activities and delivery schedules and requisitions.

**Responsibilities:**

* Involved in testing the project according to the business conventions and specifications.
* Prepared and documented the test conditions and test cases
* Responsible for execution of test cases as per the test plan
* Performing Regression testing.
* Identification of End-to-End scenarios for automation.
* Analyzing, Interpreting, Tracking & Bug Reporting.
* Provides updates to management on testing status and scheduling Issues.
* Defects were reported in Bugzilla

**Environment:** Developed in J2EE, Oracle, webserver, Tomcat

**Project** : **Inventory Management (OpenbravoERP)**

Client : Apex EnconProjects Pvt Ltd

Tools : Eclipse IDE.

Role : Test Engineer

**Description:**

Inventory Management is the real time management of inventory items. It is a process of maintaining the records of daily goods transactions that are issued and received. Inventory Management System is a system which keeps track of objects or materials, by regularly adding all purchases to, and subtracting all sales from, the quantity on hand. The Inventory System includes support for Updating inventory information for all items, monitoring inventory depletion and addition, importing and exporting inventory information to and from external systems of record. Flexible configuration that allows for backordering and displays out-of-stock, stock-keeping units (SKUs). It includes Transactional updates, Reports, inventory search options that include product filtering, customer filtering, date filtering.

### Responsibilities:

* Designed new test cases based on software requirement specification.
* Involved in Functionality Testing.
* Involved in Integration testing and Regression Testing.
* Status reporting to TL and Onsite PL
* Defects were reported in Bugzilla

**Environment** : Servlets, Oracle 10g, xmlEngine, HTML, Log4J

**Project** : **Human Resource and Management System.**

Client : Apex Encon Project Pvt Ltd

Role : Test Engineer

**Description:**

The Project provides information to the management about the employee personal details, their proficiency in attaining the objective of the company. Developed this module under Openbravo ERP.It also keeps of the no of employees working in different departments, their personal details, their attendance and also calculation of salaries according to their performance. It also helps in checking the performance of employees and improving their efficiency, if there is any variance in their standards. It also provides details to the accounts department, which them in calculation of salary, bonus, incentives, etc. This HRM generates reports like Pay slip, salary statement, EPF Challan Form, EPF 12 A, ESI Challan Form, PF Form 3, ESI Form5,PF Form 6A, Tax Percentages and Experience information of an employee.

### Responsibilities:

* Involved in Test Case preparation and Test Case Execution
* Investigated software bugs and interacted with developers to resolve the technical issues
* Status reported to TL and Onsite PL
* Logged Bugs in Bugzilla
* Defects were reported in Bugzilla

**Environment**: Servlets, Oracle 10g, xmlEngine, HTML, Log4J, JavaScript

**Project** :**Retail Marketing**

Client : Apex Encon ProjectsPvt Ltd

Role : Test Engineer

**Description:**

Developed an application to maintain all the purchase and sale transactions of goods and products of a retail marketing company called Farmers Fresh which is one of the group companies of Apex Encon. The sale transactions are processed with type of payments i.e., by Cash and on Credit basis. The details of the customers purchased on credit are maintained daily.

The reports like Sale and Purchase Report (Daily Transactions), Stock, Customer Sale Report, Cash and Credit details and over all Profit/Loss reports are generated.

**Responsibilities:**

* Prepared and documented the test conditions and test cases
* Responsible for execution of test cases as per the test plan
* Involved in Integration testing and Regression testing
* Status reporting to TL and Onsite PL
* Defects were reported in Bugzilla

**Environment**: C#, Sql server 2005, Log4Net

**Personal Profile:**

* Hard working, enjoy working in a group.
* Citizen of India.
* Female, married.
* Languages known are English and Telugu.
* Passport details :J6386817valid from 27-06-2011 to 26-06-2021

(Jammula Teja)