**S.MALLIKARJUN RAO M.C.A**

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| **Present Location : Chennai**  **Contact No :**  +91-6303733199  **Email id :**  malliraok84@gmail.com  **Personal Profile :**  **Date of Birth:**11 June 1986  **Sex:** Male  **Marital Status:** married  **Language Proficiency :**  English, Telugu,Tamil  **Passport Details :**  **Passport No :** G7039906  **Nationality**: Indian | Career Objective  To become technically proficient by associating myself with a leading corporate where there is an opportunity and guidance to widen the spectrum of my technical skills, to face new challenges and to work on an environment where the ideas are encouraged and to be a part of the team that works dynamically towards the growth of the organization.  Professional Profile   * Overall 7 Years of professional experience in software testing and Sales force Developer on different domains. * Having Exp in Manual & Automation Testing with QTP/UFT 10.0 * **3** Years of experience in **SalesForce.com** as Administrator/Developer and in SFDC Customization, Security Access, Workflow Approvals, Data validation,Sales,Marketing,Customer Service and support. * Experience in SFDC Development using Apex class and Triggers, Visual force, S-Controls, IDE, SOQL, SOSL * Proficiency SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals,Workflows,Validation Rules, Reports, Dashboards, Tasks and Actions. * Experience in Data exporting and importing Using import wizard, Apex Data Loader. * Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity. * Extensive Knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and Support Modules. * Have good working knowledge in. creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation Rules, Reports, Dashboards, Tasks and Actions. * Interaction with business/development team over conference calls. * Have a good learning curve and can adapt quickly to new technologies. * Good Team Player and exceptional ability to work independently as well with minimum supervision in a team environment.   Professional Experience   * Presently Working as an Sales Force Admin /Developer In ‘FX ABS Software Solutions Pvt. Ltd. Hyderabad from 3rd March’2018 to Till Date * Worked as ‘Software Test Engineer’ **in Soft Cell Technologies Ltd.,** Hyderabad since July 2010 to 6th Jan’2012.   + - Worked as a Test Engineer **with EffeXoft Solutions Pvt Ltd**., Hyderabad since from June 2009 to May ’2010.   Professional Qualification   * + **Master of Computer Application (MCA)** from Madras University, Chennai, TN. |
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### Certification:

* Sales Force Certified 201 Admin
* Sales Force Certified 401 Develop

### Software Skills:

Operating Systems : Windows 2000 Prof, XP and windows 2003 Server

Programming Languages : Sales force.com/CRM, Visual force , Apex, Java Script,

Databases : SQL Server 2005

Testing Concepts : STLC, Testing Levels, Testing Types, Test Management

Testing Tools : QTP 10.0

Tools & Utilities : Ms-Office

Test Management Tools : Quality Centre and Bugzilla

Web Technologies : HTML, XML and VB Script,Java script

**Technical Proficiency**

### Project #1:

Client : **Blue Cross Blue Shield** of Michigan. Health Insurance

Testing Approach : CRM Software by Salesforce.com

Duration : Aug 2019 to Till Date

Team Size : 6

Role : Sales force Admin/Developer

**Description:** Blue Cross Blue Shield of Michigan is a leader in health industry. They are committed to improve health and wellness of 3 million members and assisting hospitals and physicians provide extraordinary quality care..

**Responsibilities:**

* Worked on enhancing and supporting the application.
* Created Custom objects to build new application functionality in the Salesforce.com.
* SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals,Workflows,Validation Rules, Reports, Dashboards, Tasks and Actions.
* SFDC Development using Apex class and Triggers, Visual force, S-Controls, IDE, SOQL, SOSL.
* Data exporting and importing Using import wizard, Apex Data Loader.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity
* Analyze and review business, functional, and technical requirements
* Document and develop code according to specifications and standards
* Prepare test data and plan and conduct basic unit or module testing
* **Environment**: Salesforce.com, creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals,Workflows,Validation Rules, Reports, Dashboards, Tasks and Actions.

### Project #2:

Client : Oakridge International School, KITS Bangalore etc

Testing Approach : Salesforce.com (ADMIN)

Duration : March 2018 to Aug 2019

Team Size : 5

Role : Sales force Admin

**Description: Description:** ESI (Educational Information System) is a software product used to automate the complete flow of activities involved in any Educational Organization. This product contains Admissions, Student Particulars, Receipts, Fee Structure, and Reports etc main modules. This application is used to maintain database of entire details of student information, starting from Registration to financial accounting management and can support multiple Schools or branches under the same Organization and also maintain the employee details and payroll system.

**Responsibilities:**

* Worked on enhancing and supporting the application.
* Created Custom objects to build new application functionality in the Salesforce.com.
* SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals,Workflows,Validation Rules, Reports, Dashboards, Tasks and Actions.
* Data exporting and importing Using import wizard, Apex Data Loader.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity
* Analyze and review business, functional, and technical requirements
* Document and develop code according to specifications and standards
* Prepare test data and plan and conduct basic unit or module testing
* **Environment**: Salesforce.com, creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals,Workflows,Validation Rules, Reports, Dashboards, Tasks and Actions.

### Project #3: WEB OPS

Internal Project Work : Soft cell Technologies Limited

Testing Approach : Manual & Automation

Tools Used : QTP, Bugzilla

Duration : July 2010 to Jan 2012

Team Size : 6

Role : Test Engineer

**Description:** Soft cell is currently using Web OPS to process all the product sales orders.

This starts from creating the STF, placing the order on the vendors/supplier, receipt of goods from vendors/supplier and invoicing it to the customer. For all the services orders that Soft cell deals in (Internet Service & Others Services), Soft cell is using Lotus Domino/Notes based application. Once the order executed and submitted for billing, the data is made available in Web OPS for invoicing

**Responsibilities:**

* Analyzing the Business Requirements.
* Developing **Test Cases** for complete end-to-end system testing.
* Created manual and automated test scriptsand test suites for different modules
* Used **Black Box Testing** methodologies for working throughout SDLC & Test Environment.
* Developed and executed manual and automated test cases using **QTP** for features and functionality of applications.
* Utilized **QTP with VB scripting** language to automate the application.
* Implemented **Keyword Driven Framework.**
* Developed Test Cases Using Quality Center to cover overall quality assurance testing and regularly enhanced them according to the changing requirements.
* Involved in bug tracking using the software Bugzilla.
* Provided a weekly project report that includes Test Metrics and status reports.
* **Environment**: Quality Centre, QTP 10.0, SQL Server Management Studio, C#, .Net, MS office tools, VB Scripting, Oracle, SQL server, Windows-2000/NT/XP.

### Project #4: Finite Auto center

Client : **Federal MC Authority**

Testing Approach : Manual (Black Box Methodology)

Duration : June 2009 to May 2010

Team Size : 5

Role : Associate Engineer

**Description:**

Finite Auto center Transport is an auto transportation firm that handles all transport requirements for dealerships, rental companies, company fleets, and individual movements. We operate nationwide with affordable, safe, fast delivery. During the transport of your vehicle, we assign you a personal dispatcher to keep you informed of progress daily. We want your business, and we are more than willing to earn it.

**Responsibilities:**

* Analyzing the Business Requirements.
* Developing **Test Cases** for complete end-to-end system testing.
* Created manual and automated test scriptsand test suites for different modules
* Used **Black Box Testing** methodologies for working throughout SDLC & Test Environment.
* Developed and executed manual and automated test cases using **QTP** for features and functionality of applications.
* Utilized **QTP with VB scripting** language to automate the application.
* Implemented **Keyword Driven Framework.**
* Involved in bug tracking using the software Bugzilla..

**Environment**: Quality Centre, Manual testing, SQL Server Management Studio, Asp.Net with C#, .Net, MS office tools, VB Scripting, Oracle, SQL server, Windows-2000/NT/XP.

**Declaration:**

I hereby, declare that all the above information provided is true to the best of my knowledge.

**(S.MALLIKARJUNA RAO)**