JANAKI **JAYARAM**

Salesforce QA Architect
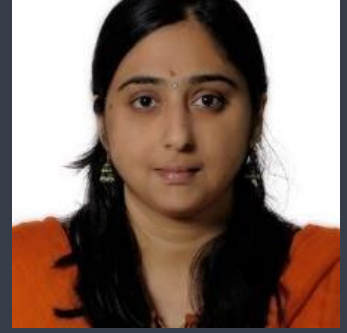
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14 Years of QA & Escalation management experience.
Salesforce Manual, Automation Test Architect& Escalations Manager.
Field Service, Service cloud Subject Matter Expert.
Detail-oriented team player with strong organizational skills.
Ability to handle **multiple projects and teams** simultaneously with a high degree of accuracy.
Hardworking and passionate with strong organizational skills .
Ready to help team achieve organization goals.
Organized and dependable candidate successful at managing multiple priorities with a positive attitude
Looking for a challenging career as a QA Architect/Manager to utilize my domain expertise and experience.

Technical Profile

- Salesforce
- CRM
- Service Cloud
- Test management
- Estimations & Staffing.
- JIRA

Competencies

Quality Management & improvement plans

Data Quality Management

Escalation Management

Stakeholder Management

UAT Accountability

RCA

Work History

2020-09 - Current   **Lead IT Architect**

Honeywell , Bengaluru

My primary responsibility is to define the overall **QA strategy** and process for the various project QA teams.

I work on new features (*Unified Pilot Research Agreement)* before they are released and work with the product management to define the QA strategy and identify possible impacts.

I also handle automation projects by identifying **end to end business scenarios** for one of the **biggest field service implementations** ever.

I guide the **automation** team in converting the scenarios into test scripts.

I lead the **User Acceptance Testing** efforts and take ownership in driving that to completion with business.

I am the **Subject Matter Expert** for all Field Service (FSL) implementations across business groups

I handle all sorts of escalations in production and lead the solution team to resolve the issues .

I also analyze the **data loads** and provide inputs for data quality.

I am capable of effective multi-tasking and can excel in customer (internal/external) interactions.

I act as the **techno functional consultant** for multiple service cloud implementations.

I am experienced in **Test Estimations** and **Vendor Management** to staff the QA teams for various initiatives.

I am well versed in **Agile Methodologies**, STLC, Test management, Test planning and Defect management, Escalation management.

Consistent track record in handling critical customer escalations from QA perspective, client, Business Analyst and **Product Management** interactions

2017-09 - 2020-09   Senior Quality Assurance Engineer

Servicemax, Bengaluru

· Triage incoming customer defects/enhancements requests on daily basis.

· Prioritize and plan for the monthly release activities that consists of feature rollouts/enhancements, performance enhancements, defect fixes.

· Carry out test execution (Manual & Automation) tasks for the timely completion of the tasks.

· Analyze and **recommend test scenarios** and scripts for test automation. Perform release management activities based on test results and exit criteria.

· Triage incoming customer defects perform **Root cause analysis (RCA)** and provide inputs to in house product quality team to fill the gaps if need be.

2012-07 - 2017-09   Senior Consultant

Capgemini, Bengaluru

Modules worked in Salesforce/Siebel:

Partner User Automation : Migration of users from Siebel (Legacy) to Salesforce in real time using TIBCO as middleware. This involves complex calls to more than 5 systems. This was one of the biggest initiatives to decommission the legacy system (Siebel) and migrate to Salesforce.

Lead Management: This involves leads creation, assignment using manual and automated mechanisms, working with partners to get the leads converted.

Case Management : Cases are created in various ways, i.e., web forms, email to case, web to case, partner care and internal sales rep creations It is an out of the box' salesforce functionality of SFDC customized to manage user issues.

Roles and Responsibilities as Senior QA Consultant:

Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
Configured the Salesforce.com environment.
Defining entry and exit criteria.
Perform sanity checks.
Test Planning.
Test case design,monitoring test execution, defect monitoring & periodical reporting to stake holders.
Participation in regular status calls.
Define User Acceptance criteria for projects developed by external vendors.
Signing off User Acceptance testing for projects developed by external vendors.
Experienced in test estimations.

2008-06 - 2010-12   **Member Technical Staff**

HCL Technologies., Chennai

Worked in 3 different projects namely IDS-XR Automation, 'WAAS Automation & Wireless Automation.
I had been involved in functional test automation and converting test plan into TCL /Fanfare iTest test scripts.
I had also worked on infrastructure library and gained good hold on the automation framework.

2006-08 - 2008-03   **Software Engineer**

Birlasoft, Hyderabad

- Campus recruit into Birlasoft and straight into a project involving manual testing of GE workstation which is a backend application to maintain GE money credit system.
- The project involved test planning, designing test cases, preparing test data and test
- Execution with functional, system, performance and regression tests.

Education

B.E: Computer Science and Engineering

Meenakshi Sundararajan Engineering College, Affiliated to Anna University - Chennai

Class with Distinction

Additional Information

- LINKEDIN PROFILE https://www.linkedin.com/in/janaki-jayaram-46656416/

Accomplishments

ISTQB certified Test Engineer, (Foundation & Agile extension)
4 X Salesforce certified.
Winner of multiple **'Bravo'** awards from Honeywell for performance excellence.

Winner of '**Project Star'** award from Capgemini India twice for excellence in individual contributions.
Winner of '**Impact Award'** at GE Digital for excellence in Test Automation.
Active member of the '**Salesforce Trailblazer**' community with 200+ badges and 3 super badges.

Certifications

2018-02	ISTQB - Foundation & Agile
2017-04	Salesforce Certified Administrator
2020-06	Salesforce Certified Service Cloud Consultant
2022-01	Salesforce Certified Field Service Consultant
2023-02	Salesforce Certified Business Analyst
2022-07	SAFe Agile