



Gopinath Chinnasamy

Salesforce Administrator and Quality Analyst

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Objective:

To succeed in an environment which provides me a challenging career and helps me to enhance my skills and knowledge professionally as well as personally.

Profile Summary:

- ✓ Expert in Software Testing field having **4.5+ Years of Experience** as **Sales Force Administrator and Tester**
- ✓ Certified **Salesforce Administrator (ADM 201)**
- ✓ Certified **Platform App Builder**
- ✓ Have valuable experience in Automation Testing using **Selenium Web driver** on **Sales Force Application**
- ✓ Well experienced in **SDLC and Agile methodologies**.
- ✓ Extensively involved in Sales force Application customization
- ✓ Having pleasant experience in **Mobility Cloud Application developed by Accenture**
- ✓ Possess strong knowledge on Retail Management especially in Customer Relationship Management.
- ✓ Have a valuable experience in Mobile Automations tools like **See Test, Appium**
- ✓ Developed an Automation Framework by integrating **Selenium** and **See Test**
- ✓ Skilled in **Requirement Analysis, Requirement Traceability Matrix, Test case preparation, Test case Execution from the Business Requirement Document (BRD)**.
- ✓ Experienced in Test Impact Analysis, Bug Detection, Bug Verification, Bug fixes and Defect life cycle Management.

Employment History

Name of the Company	Designation	From	To
Accenture Solutions	Application Administration Analyst	March 2016	January 2019
Trigent Software Ltd	Test Engineering Analyst	January 2019	Till now

Key skills and competencies:

Software	Applications
Operating Systems	Windows XP/2000/2007/2010 and MAC OS
Project Management Tools	Team Foundation Server [TFS], Microsoft Test Management [MTM], Visual Studio Code
Programming Language and Databases	Salesforce CRM (Lightning and Classic), Core Java and Basic HTML SOQL and SQL
Automation Test Tools	Selenium with JAVA using TestNG, WDIO with JavaScript, See Test and Appium
Salesforce	Technical - Object Level Security, Field Level Security (Profiles and Permission Set), User Management, Sharing Settings, Work Flows and Process Builder Sales Cloud - Account, Contact, Leads and Opportunity Service Cloud - Case Management Health Cloud - Patients and Field Service Lightning
Data Management Tool	Data Loader, Data Import and Export wizard
Functional Domain	Retail and Health care

Educational Credentials

Qualification	University/Board	Year	CGPA
B.E (Mechatronics)	Anna University	2015	8.8 / 10

Project Experience

Client/Project: Accenture Cloud Salesforce [ACSF]

Project Duration: March 2016 - January 2019

Project Description: Accenture CAS Product is a Cloud and Retail application which is of 360 degree solutions of sales support for Web (Sales Force), iOS and Android Platforms (Mobile Application) in Agile Methodology.

Role & Role Description: Application Administrator and Quality Analyst

Team Size: 10

Client/Project: Rally Health Care

Project Duration: January 2019 - Present

Project Description: Salesforce Health Cloud application which provides Insured member and Coach interaction to maintain member's health.

Role & Role Description: Application Quality Analyst

Team Size: 6

Responsibilities:

- Worked as a Salesforce Administrator to fulfill the Ad hoc requirement from the User
- Worked as an Integration tester to perform Extensibility Testing on the Salesforce application
 - ✓ Automated scripts for **Mobile Applications** using **See Test Tools** integrating with Eclipse.
 - ✓ Automated scripts for **Web Applications** using **Selenium Web driver** integration with Eclipse.
- Managed and handled **integration teams** and worked closely with the team to deliver qualified releases to clients.
- Worked closely with the development team and various stakeholders to get the impacts resolved.
- Handled Functional Mass Testing by loading huge number of data via Data Loader
- Resolved the issues faced by the Team related to Sales Force ASAP
- Efficient in **developing, reviewing design and execution of Test cases using MTM tools.**
- Publishing test status to **client and demo to client at the end of each sprint**
- Have raised Showstopper / critical issues with client team on regular basis and performed **Defect Triaging using Microsoft Visual Studio and JIRA**
- Performed Knowledge Transfer sessions for the new resources in the project and helped them in understanding the requirement as well as execution phases.
- Maintained hundreds of Automated Test cases on **Hybrid Framework in Selenium**
- Scripted more than 50 test cases in WDIO with Javascript and Maintained on Github

Tools Used:

Selenium-Web Driver, WebdriverIO, See Test, Data Loader in Salesforce, MTM, TFS, Visual Studio and JIRA

Achievements:

- Won Individual Excellence award twice (APP - Biz) for the greatest performance in FY -18
- Awarded the Delivery Excellence team award in FY – 17 for best Product
- Recognized with Spot Award for the newly joined quick learner in FY 16

Personal Information

Date of Birth	18-07-1994		
Gender / Marital Status	Male / Unmarried		
Nationality	Indian		
Contact Address	#13, 1 st Floor, 3 rd Cross, Krishnamma Garden, J C Nagar, Bangalore - 560001	Permanent Address	102, Solipalayam, KMS Palayam (Post) Perundurai, Erode -638052.

Declaration

I declare that the foregoing information is correct and complete to the best of my knowledge and belief and nothing has been concealed/distorted.

Date :

Place : Bangalore

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