

## SHIRAG BATTA

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## Objective

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- To continuously enhance my knowledge, skills and experience and to serve the organization with responsibility and achieve satisfaction in work.

## Professional Summary

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- Having 3.8 years of experience as a **Quality Assurance Engineer** and 1 year experience as **Business Analyst** in the IT Industry.
- Well acquainted with all phases of **Software Development Life Cycle (SDLC)**, **Software Testing life Cycle (STLC)**, **bug tracking** tools like **Mantis**, **Bugzilla** and **Project Management** tools like **JIRA** and **Trello**.
- Hands on experience in **Manual Testing** - Smoke, Sanity, Integration, functional testing, Regression testing, User Acceptance testing and **Automation Testing** (selenium Web Driver using TestNG and Cucumber BDD).
- Experience in testing of **Websites**, **Mobile Applications** and **Salesforce projects (Sales Cloud, Service Cloud and Community)** on desktop and mobile app.
- Expert in analyzing Business Requirement Document (BRD) and gap analysis.
- Extensive experience in writing **Test Scenarios**, **Test Cases** and analyzing test Results.
- Performed **Back End Testing** by executing **SOQL queries** in **Salesforce**.

## Work Experience

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- Currently working with "**Grazitti Interactive**" since 10 Dec, 2018 till Present as **Salesforce QA Engineer**.
- Worked as **Quality Assurance Engineer** in "**Appsystco Technology**" from 3<sup>rd</sup> Sep, 2017 to 7<sup>th</sup> Dec, 2018.
- Worked as **Business Analyst** in "**ToXSL Technologies**" from June 2016 to June 2017.

## Technical Skills

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- Project Management Tools : Trello, JIRA
- Bug Tracking Tools : Mantis, Bugzilla, Eventum
- Languages : Core JAVA
- Automation tools : Selenium WebDriver, TestNG
- Testing Platform : Websites, Mobiles Apps and Salesforce Testing
- Test Cases Tool : TestRail

## Education

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- Bachelor of Engineer in **Computer Science** of Engineering from **Chandigarh College of Engineering and Technology**.
- Diploma in **Computer Science** from **Chandigarh College of Engineering and Technology**.

## Projects Overview

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1. **Project Title:** Acxiom (Salesforce – Sales Cloud and Service Cloud (Cases only)).  
**Testing Approach:** Manual testing and Automation testing using selenium WebDriver (Hybrid Framework) with TestNG.

### Project Description:

Acxiom is Sales Cloud and Service cloud based Project in which we have implemented Migration of sales and service cloud, various LWC forms on opportunity for Sales Ops, Survey Form, Approval process on different objects, 2 communities based on Case object, Case ranking, Omni-channel etc.

### Role and Responsibilities:

- Actively participate in requirement gathering and provide my feedback.
- Design and execute the test cases for whole org (includes Trigger, Process builder, Workflow rules, Validation rules, Email alerts, flows, Approval process) and logged the defects in Mantis tool.
- Documentation of each and every functionality and also deliver it to client.
- Validated Data security and sharing rules in Salesforce. Test the functionality with different profile users, role hierarchy and Permission sets.
- Use Data Loader and Workbench for bulk testing.
- Worked on Data migration from lower environment to higher environment and validation the data.
- Performed GUI, Functional, Regression, Retesting, Usability, Acceptance, Smoke testing.
- Interact with Developers, Project Managers and Clients to resolve issues.
- Create automation scripts in Selenium WebDriver for Regression Testing and also perform Manual Testing.
- Perform Admin configuration task whenever it is needed.
- Test the functionality of Omni-Channel based on skill sets.
- Test the Community functionality i.e. Case creation, assignment of case to queue, Case ranking module, entitlement process.
- Experience in building reports and dashboards, customizing them as per user requirements.

**2. Project Title:** Liveramp (Salesforce – Sales & Service Cloud)

**Testing Approach:** Manual testing and Automation testing for Community.

**Project Description:**

Liveramp is a Sales and Service based Project in which we have implemented Opportunity handoff, Survey Forms, Privacy Questioner Form, Optimization, Community and Acxiom Deal Registration.

**Role and Responsibilities:**

- Design and execute the test cases for whole org (includes Trigger, Process builder, Workflow, Validation rules, Email alerts, flows, Approval process) and logged the defects In Mantis tool.
- Documentation of each and every functionality for internal processes.
- Validated Data security and sharing rules in Salesforce. Test the functionality with different profile users, role hierarchy and Permission sets.
- Use Data Loader and Workbench for bulk testing.
- Performed GUI, Functional, Regression, Retesting, Usability, Acceptance, Smoke testing.
- Interact with Developers to resolve issues.
- Test Community functionality.
- Automate the Community functionality using Selenium WebDriver with TestNG.

**3. Project Title:** Glassdoor (Salesforce – Service Cloud (Help Center))

**Testing Approach:** Manual Testing

**Project Description:**

Glassdoor is kind of help center in which we have implemented Knowledge Articles, Case Creation related to particular article, Milestone implementation.

**Role and Responsibilities:**

- Test the functionality of Knowledge articles, forum, Case creation, Post the article, profile creation etc.
- Test the Glassdoor help center in different languages.
- Design and execute the test cases and report the issue in Eventum.
- Attend daily standup meeting for daily status.

## Professional Certifications

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- Salesforce Certified Administrator (ADM 201).
- Flosun Certified Professional

## Personal Profile

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- Date of birth : 05/11/1994
- Languages known : English, Hindi, Punjabi

## Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**(Shirag Batta)**