**Sumalatha. B    **

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**Professional Summary:**

Having total **8**+ years of experience in IT industry, which includes **7** years’ experience in CRM domain mainly with **Salesforce** **Functional Testing/Admin** &**nCino functional testing/Admin** and **1+** years of experience in **TOSCA Automation testing and Selenium Automation testing**. Have vast knowledge on **Sales Cloud& Service Cloud.** Good experience in test management tools like **HP ALM, JIRA**. Experience in multiple Salesforce implementations and maintenance project. Rich experience in domains like **Banking and Financial services and Life Sciences.**

* Technical expertise in **Test Case planning**, Test Strategy preparation, Test Case Preparation, Test Execution, Test Summary Reports and Test logs.
* Have good knowledge of Software Development Lifecycle (SDLC), Software Testing Lifecycle (STLC), Software Testing Methods, Testing techniques and Deployment techniques.
* Having good understanding and knowledge in **Agile** methodology.
* Good experience in Project Management and Bug tracking tools like **Jira, Salesforce Agile Accelerator and HP ALM.**
* Experience in conducting different kinds of tests such as **System Integration (SIT), Regression, Functional, System Testing, Black Box and UAT.**
* Well versed in **CRM Salesforce testing, Salesforce configuration, Functional, Black box, System Integration testing, Regression testing and testing Web applications**.
* Implemented **Security and Sharing rules** at object, field, and record level for different users at different levels of organization in the Salesforce application.
* Extensive experience in creating **Roles, Profiles, Page Layouts, Record Type, and Assignment rule, Workflow Alerts and Actions, Reports, Dashboards and Approval Workflow** in **Salesforce** application.
* Worked on **Collateral, Covenants, Adverse actions, Product package Document Manager on the Loan process in nCino testing.**
* Experience in, **Postman API, Rest and SOAP** data **integration Testing**.
* Utilized Apex Data Loader in handling massive amounts of user data.
* Experience in UAT testing& Web application testing and mobile application
* Actively participated in daily scrums and sending out weekly status updates.
* Actively participated in team meetings on a regular basis involving discussions about Overview, Architecture, Development plan, Test Plan and Project plan.
* Experience with nCino Salesforce integration application and consumer finance application.
* Customization, Requirements, Implementation, Data Migration and Support of Salesforce CRM.
* Expertise in analyzing Business requirements, Functional and Technical specifications.
* Experience in testing both **Salesforce** **classic and Lightning UI Application.**
* Experience in Integration of Sales force with Back-end systems like SAP, Marketing automation tools. Worked on Salesforce nCino functional testing and web application testing.
* **Salesforce Admin Certified.**
* **nCino admin Certified and Tosca automations certified**.
* Experience in Salesforce Lightning with Aura and Salesforce Lightning Web Components (LWC) testing.
* Experience working with **Salesforce** Standard object Account, Contacts, Leads and Opportunities Cases.
* Hands on experience on steering test objects using TOSCA XScan and capture Modules, Creating Test Cases, Execution lists, Requirements, Test Design and generating reports
* Worked on **Sales cloud & Service cloud**& **Health cloud and Marketing cloud, Ecommerce cloud.**
* Ability to write SQL, SOQL, SOSL queries across multiple objects in SFDC database.
* Experience in Salesforce Litify application testing.
* Good team management and **project coordination skills.**
* Team player, self-starter, ability to multi-task, Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills.

**Key Domain and Technical Knowledge**

* **Domain:** Banking, Insurance, Finance, Life science, Retail Marketing, HealthCare.
* **Tools and Technologies**: Salesforce.com (SFDC) Testing, nCino, Salesforce CPQ, Apex Data loader, Java script, html, Linux, CSS, HP QC, JIRA, SQL, IVR, Genesys, ICBM, REST, GitHub, SAP Flosum, SOAP, Visual force, Apex, APTTUS CPQ, Salesforce CPQ, Copado, Visual Force, Lighting with Aura, Lighting Web Components (LWC).

**Total Work Experience:**

* Working as **Sr Salesforce QA**/Admin in **TD Bank** USA from April 2021 to till date
* Working as Software engineer in **Executive Software Guild Inc** from November 2014 to March 2021.

**Educational Qualification:**

* M. Tech in Computer Science & Engineering from Jawaharlal Nehru Technological University (2014)
* B. Tech in Computer Science & Engineering from Jawaharlal Nehru Technological University (2011)

**Certifications:**

* ISTQB (International Software Testing Qualifications Board)
* Salesforce Admin certified
* nCino Admin certified.
* nCino 101 basics.
* Certified Salesforce Copado.

**Professional Experience:**

**Client: TD Bank**

**Role: Salesforce QA/nCino QA/Admin April 2021 – Present**

Cash Consolidator is software solutions specially designed for multi-unit business owners to dramatically simplify back-office processing for the business. Providing easy visibility to total cash across all locations and easily transactions from all their bank and external accounts.

**Responsibilities:**

* Preparation of Test Plan, Test design, Test data set up and Defect Reports. Created Routes, Sub Routes, Place holders, Document Manger in the application.
* Working on nCino standard features Collateral, Covenants and Credit Memo.
* Created and managed User Roles, Profiles, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings.
* Executed application commercial loan origination process that includes integration with third party vendors in nCino.
* Performed testing on the Lightning version of the SFDC Sales cloud.
* Execution in Postman API.
* Performed Adverse actions for the Loan and completed all Loan process.
* Worked with nCino integration to check the Credit report for the customers.
* Created Reports and Dash boards based on requirements.
* Used HP ALM and JIRA for requirements, test execution, defect tracking and pulling status reports.
* Execution of Functional Test Cases & SIT Test Cases.
* Performed Functional testing in different Salesforce environments Sandbox, Dev, SIT and UAT.
* Tested various Profiles, Roles against their expected access level to various functionalities and capabilities.
* Experience in UI application testing in (Visual Force, Lighting with Aura, Lighting Web Components (LWC) pages.
* Worked in an agile environment, attended Scrum ceremonies such as Daily Standup, Refinement, Sprint Review, Sprint Retro, Demo meetings.

**Client: Biogen, Cambridge, MA USA June 2019-March 2021 Role: Salesforce QA Lead/Admin/Automation**

Biogen needs to update its Patient Services Customer Relationship Management (CRM) systems to meet the functionality required for the Co-ordinated care system. Service Cloud CRM system that is used for customer profile management and customer interactions – update workflow, screens, and content. Interactive Intelligence - update call flows and routing to support multiple products. Interfaces – Updates/additions to existing Service Cloud interfaces will be made to support the functionality required for the CCS.

**Responsibilities:**

* Created and managed User Roles, Profiles, and Role Hierarchies, Security Controls, and Shared Settings in Salesforce ADU application.
* Worked on to prioritize tasks across all their patients needs with health cloud.
* Mapped personal and professional caregiver newt works with salesforce health cloud.
* Understanding and analyzing the functional processes and business scenarios.
* Defined Salesforce Workflows and set up Workflow Rules, Tasks, Actions and alerts.
* Identifying Test Scenarios and Designing Test Cases by using Visio.
* Conduct peer reviews on the designed Test cases.
* Execution of Functional Test Cases & SIT Test Cases.
* Test execution tracked in HP ALM.
* Test execution in **Postman API.**
* Worked on Entitlement management to provide the correct support to customers.
* Created Reports and dashboards in the Salesforce ADU application
* Performed Functional testing and smoke testing.
* Responsible for logging and updating Defect Status in JIRA.
* Performed Regression testing on bug fixes.
* Understand the functional flow and automate the applications using TOSCA Test Suite
* Involved in conducting Knowledge Transition to the team members.
* Executed application using mobile and capture the logs in Genesys and ICBM.
* Utilized Apex Data Loader in handling massive amounts of user data.
* Provided UAT support.

**Client: KeyBank June 2016-May 2019 Role: Salesforce QA/nCino QA/Admin**

KPB uses the Salesforce Financial Service Cloud Managed Package for their sales process to help enhance the user’s productivity and focus more on their clients rather than spending time on prevention of data loss. The Financial service cloud would also give the financial advisors a complete view of the client’s data without having to navigate to different screens.

**Responsibilities:**

* Designed Gherkin scenarios for KPB project
* Reviewed & Updated KPB project for existing Gherkin scenarios
* Created and managed User Roles, Profiles, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings.
* Customized Applications, Page Layouts, Lookup Fields, Standard Related Lists, Tabs, and defined dependent Pick Lists.
* Execution of Functional Test Cases & SIT Test Cases.
* Executed application commercial loan origination process that includes integration with third party vendors in nCino.
* Experience in Salesforce Litify application testing.
* Tested all Commercial lending Loan process in nCino.
* Performed Adverse actions for the Loan.
* Experience in Salesforce Litify application testing.
* Created and managed User Roles, Profiles, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings.
* Created Custom Fields, Custom Reports, Field help, Custom Formulas, and Field History Tracking.

**Client: Unilever November 2014-May 2016 Role: Salesforce QA**

Unilever IPM NG program aims to introduce collaborative, flexible, and state-of-the-art system built on Force.com™ platform to bring a robust, scalable system. The program aims to raise the bar on performance for the IPM process delivering the 4Gs Consistent Growth, Competitive Growth, Profitable Growth and Responsible Growth. By means of this project, IPM NG aims to deliver collaborative approach to help Category leaders design their vision and execution roadmap empower fact based decisions to collaboratively bring ideas to market helping Unilever deliver on “fewer, bigger, better” innovations to consumers enable greater transparency, effective management of funnel output and measure delivered impact in the marketplace.

**Responsibilities:**

* Created and managed User Roles, Profiles, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings.
* Created Custom Fields, Custom Reports, Field help, Custom Formulas, and Field History Tracking.
* Organize communications between teams and external vendors to develop solutions
* Guide prospective clients to the merits and strengths of the Commerce solution
* Working with Web to case and Email to cases functionality.
* Position Commerce Cloud product and services and improve Customer's impact.
* Proven commercial success in working with executives, VP and 'C' level
* Direct, manage and lead the strategy of other sales team members, company resources, and partners throughout the sales cycle
* Involved in preparation of Test Scenarios, Test Case development and execution of Test Cases. Execution of Functional Test Cases & ST and SIT Test Cases.
* Understanding of test environment and preparation of test data.
* Performed Manual Validation Testing on CRM application
* Maintaining Test Logs, Raising of Bugs and Bug tracking.