



## **SALESFORCE TESTER & ADMIN / SFDC QA / Functional Tester**

**SIDDHI VAMSEE**

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**WIPRO LIMITED**

**BORN COMMERECE PRIVATE LTD**

**IBM INDIA PRIVATE LTD**

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### **Professional Summary:**

- **Having 5.1 years of experience in Software Functional Testing (Salesforce.com CRM Application)**
- Having good knowledge in salesforce.com concepts like Role hierarchy, Profile permissions, sharing rules, Permission sets, Relationships, Validation rules, Workflow rules, Process Builder and other Admin related functionality.
- Having experience in testing Reports and Dashboards in Salesforce.com.
- **Having experience in Data Import and Export using Import wizard, Data loader & Salesforce Inspector.**
- Expertise in **Functional, Regression, Re-Testing and Compatibility Testing.**
- Good knowledge API testing in **POSTMAN** tool
- Proficient in writing and executing test cases, maintaining the testing artefacts' in **ALM.**
- Having good knowledge in **Bug Life Cycle** and Proficient in Defect logging, tracking and reporting in **JIRA.**
- Hands-on experience in retrieving data from Database by using **SQL** commands.
- Strong knowledge in Salesforce.com CRM application.
- Having experience in testing Salesforce.com objects like Accounts, Contacts, Leads, Opportunities.
- Well acquainted with the Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and Defect Life Cycle.
- Experienced in various software testing types like functional testing and non-functional testing.
- Involved in the preparation of Test plan, Test Summary report, Defect Log and Dashboard.

- Well versed with Various Testing Levels, Testing Types, Testing Techniques, Testing Methods and Quality Work Products.
- Good expertise on Exploratory Testing using Domain Knowledge.
- Having good experience on End-to-End Testing.
- Design and develop test case based on Requirements Documents and User stories
- Design Test cases traceable to requirements and achieve high level of requirements coverage.
- Defect logging and follow up to its closure.
- A highly organized and goal-oriented individual with effective communication and interpersonal skills.
- Capable of discovering software bugs, reporting bugs, and verifying bug fixes.

#### **Professional Experience:**

- Worked as a Senior Associate in **Wipro Limited** from 2017 Dec to 2021 Dec
- Worked as a Software Engineer in **Born commerce private Ltd** from May 2021 to Nov 2021
- Working as a Senior Technical specialist in **IBM India private Ltd** from Nov 2021 to till now

#### **Educational Summary:**

- Bachelor of Technology from **JNTU, Anantapur with 73%.**

#### **Technical Certifications:**

- Salesforce Certified Administrator
- Salesforce Service Cloud Consultant
- Salesforce Sales Cloud Consultant
- Microsoft Certified Azure fundamentals -AZ 900

#### **Technical Profile:**

<b>Packages</b>	Salesforce.com, Salesforce Tester, Salesforce Admin
<b>Certifications</b>	Admin, Service cloud, Sales cloud, Azure fundamentals AZ-900
<b>ETL Tool</b>	Apex Data Loader & Import Wizard, Workbench
<b>Configuration Experience</b>	Objects, Roles, Profiles, Permission sets, Relationships, OWD, Formula Fields, Process Builder, Workflows & Approvals, Standard and Custom Reports, Dashboards, Validation rules.
<b>Data Base Knowledge</b>	SQL
<b>Deployment tools</b>	Change Set, ANT Tool
<b>Operating Systems</b>	Windows.

#### **Project#1:**

**Project Name** : Kotak 811

**Defect Management Tool** : JIRA, ALM

**Role** : Salesforce QA /SFDC QA / Functional Tester

**Salesforce Cloud** : Sales cloud

**Team Size** : 12

**Description** :

The entire project based on FKYC Journey & Lead Management to process the Zero Savings account and Kotak 811 is a zero-balance saving account. This means that you don't have to pay any penalties for not maintaining a minimum balance. Open zero balance saving account online with Kotak 811 and start banking with one of the best digital bank accounts. Kotak 811 is a digital zero balance account that you can open online. The online savings account opening process is seamless, zero-contact and barely takes a few minutes. Just keep your PAN card & Aadhaar number handy and complete a few steps to open the instant savings account from the comfort of your home or office.

**Responsibilities:**

- Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and nonfunctional requirements.
- Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to salesforce.
- Designed, developed and deployed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs to suit to the needs of the application.
- Created various Visual force/html email templates for Email Alerts using approval process for the clients and customers.
- Created Profiles, Roles and Permission Sets for all the users in the organization.
- Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.
- Attending client and status calls to understand the application functionality.
- Involved in Test design (Test scenarios, Test Cases preparation) as per the user stories level
- Involved in execution of the test cases using HP ALM.
- Tracking defects and user stories Using JIRA
- Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
- Coordinating with team and sending DSR report.

- Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Maintained and gave permissions to communication templates based on Profiles.
- Created Reports and Dashboards as per the customer requirements.
- Imported accounts and contacts data through Import Wizard & **Data Loader**.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Created new custom objects, assigned fields, custom tabs, components, custom reports.
- Created custom Reports based on business need and associated them to Dashboard.
- Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
- Review the high-level design and test cases with the business and the test team to make sure that the requirements would be implemented properly.
- Giving demo to product owners and get the user story accepted before the release.
- Responsible for release cutover task of testing the requirement and signing off in production.
- Functional Knowledge transfer to Automation team, whenever required.
- Attending daily stand-up meeting and reporting my work and also discuss any blocker on the User Stories.
- Providing support for internal testing requirements in all phases.
- Helping the developers in understanding the defects and participated in debugging the code.
- Involved in Configuration Changes as per the requirements

## **Project#2:**

<b>Client</b>	:	Sobeys Inc
<b>Project</b>	:	CFC3_Click & Collects, ISF (Customer Fulfillment Center)
<b>Defect Tools</b>	:	Jira, ALM
<b>Role</b>	:	Salesforce QA /SFDC QA / Functional Tester
<b>Salesforce Cloud &amp; Web App</b>	:	Service Cloud, OCADO(OSP), Voila Web shop
<b>Team Size</b>	:	1

**Description:**

- Sobeys Inc. is the second largest supermarket chain in Canada, with over 1,500 stores operating across Canada under a variety of banners. Headquartered in Stellarton, Nova Scotia, it operates stores in all ten provinces and accumulated sales of more than C\$25.1 billion in the fiscal 2019 operating year
- To design test plan and prepare the test scripts.
- To plan and analyze how big a change request is and how we can test it e2e.
- To execute the implemented test scripts and perform the System Integration testing.
- To review the test cases of peers.
- To do regression testing of the entire components
- To give User Demos to Clients and End Users for each Enhancement Request
- To help users during UAT.
- To do post production verification of the changes implemented.
- To prepare test data by querying into the database and getting the required data.
- To perform Database testing whenever required.
- To deliver KT (Knowledge Transfer) and prepare induction plan for new resources.

**Project#3:**

<b>Client</b>	:	P&G
<b>Project</b>	:	Global Consumer Relation
<b>Tools</b>	:	Apex Data loader, Metadata, Click Tool Survey
<b>Role</b>	:	Salesforce QA /SFDC QA / Functional Tester

P&G is one of the largest and amongst the fastest growing consumer goods company in all over World. Its presence pans across the beauty & Grooming segment, the household care segments well as the Health and Wellbeing segment, with trusted brands.

Procter & Gamble operates three entities in India- Two listed entities are “Procter & Gamble Hygiene and Health Care Limited” and “Gillette India Limited”, as well as one 100% subsidiary of the parent company in the U.S called “Procter & Gamble Home Products”.

**Responsibilities:**

- Preparing Test cases for Application from End to End.
- Testing the application with all the test scenarios.
- Involved in Team/Status meetings with Team.
- Executing the test cases with various testing techniques.
- Reporting the defects in MS-Excel.
- Involved in weekly meetings with the team.
- Involved in preparing Daily status reports.
- Involved in creating the System Demo and Test Data creation.
- Functional gathering and working closely with the developers.
- Reaching the Proper Guidelines.
- Ensuring the Quality & test process in the team
- Demo Execution of the test cases to clients
- Functional and regression testing.

**Personal Details:**

<b>Name</b>	:	Siddhi Vamsee
<b>Father's Name</b>	:	Siddhi Chandraiah
<b>Date of Birth</b>	:	23-05-1995.
<b>Nationality</b>	:	Indian.
<b>Languages Known</b>	:	English, Telugu, Kannada
<b>Address</b>	:	1-4/2, Rajulapalem Village, Panguru Post, Yerpedu Md Chittoor (DT), Andhra Pradesh, 517619

**“Attitude towards work: Guide me & I am willingness to learn”**

**Date:**

**Siddhi Vamsee**

(Signature)

