**Utkarsh Asthana**  **9795386191** [**Utkarsh.asthana111@gmail.com**](mailto:Utkarsh.asthana111@gmail.com)

**Career Objective:   
B. Tech** – Computer Science and Engineering professional of around 5 years’ experience in product-based organization, Banking and Healthcare projects. I aspire to utilize my expertise in Business analysis and testing in an esteemed software organization that will enable me to use my strong organizational skills and educational background, where I can grow with the growth of the company.

**Profile Summary:**   
• Familiar with all phases of Software Development Life Cycle and Software Test Life Cycle.  
• Familiar with Functional and Non-functional Testing.   
• Expert with the agile and waterfall methodology.  
• Worked in Agile Methodology in Sprint and Kanban both.  
• Help customers to drive user adoption of Lightning Service technology  
• Customizing the applications on Salesforce platform.  
• Knowledge in maintenance team for resolving the cases.  
• Developed team communications and information.  
• Working knowledge in creating user stories  
• Grooming, pre grooming and estimation of tickets.  
• Knowledge on business modeling, data flow, use case, BRD.  
• Familiar with Object Oriented Programming Fundamentals..  
• Excellent Communication, Interpersonal Skills.  
• Quick Learner, versatile, adaptable and process -oriented with high customer orientation.

**Education:**   
Bachelor of Engineering (CSE) from UPTU in 2013.

**Certification:**Salesforce Certified Administrator - 20951942  
Salesforce Platform App Builder – 10604373Done Business Analysis online training from Udemy.Manual Testing Certification.

**Technical Skills:   
CRM Product:** Salesforce.com Service Cloud, Sales Cloud, Lightning, Apex AppBuilder, Data Loader, Workbench, SOQL, AppExchange.  
**Performance Skills:** Jmeter 5.0, Recording tools (BlazeMeter and Badboy).  
**Methodologies:** SDLC, Waterfall and Agile.  
**Testing Tools:** Jira, Confluence, TFS, Trello, TestRail, AccelQ automation tool.  
**Tool:** HPSM (HP Service Manager) Change management, incident management, SharePoint, Confluence, Slack, Unix, SQL.  
Familiar with all Microsoft Office tools.

**EXPERIENCE:   
Hear.Com (Audibene), Gurgaon (Product) 16th Jan 2019 – Till Date  
Description:** Audibene is the fastest growing hearing care company ever, name in India is Hear.com. Our mission is to provide cutting edge technology for hearing care devices and improve the lives of our customers. We started our journey in 2012 when our founders started thinking about the concept of digitalizing a very traditional industry.

**Role: Salesforce Business Analyst/ QA  
Environment:** **Salesforce crm, TestRail, Jira, data loader, Trello, AccelQ, Dailfire, Samespace**  
**Responsibilities:**  
• Understanding the Requirements and functionality from stakeholders of the salesforce crm system and conveyed that in team.  
• Collaborates with salesforce crm system developers to maintain, create, and update salesforce features.  
• Wrote and maintained technical and functional specifications to document database intentions and requirements.  
• Analyze business requirements, procedures, and problems and then apply sound technological concepts and provide logical solutions to each (i.e. identify, recommend and resolve).  
• Developed team communications and information for client meetings.  
• Worked closely with software development and testing team members to design and develop robust solutions to meet client requirement  
• Schedule grooming, pre grooming and estimation calls for user story.  
• Working in Agile methodology in sprint model.  
• Did functional testing in partner portals.  
• Done smoke and regression on every second week.  
• Working on community partner portals, and many integrated api like ChaseData, Dailfire.  
• Involve in deployment of change set in Production, UAT and Developer organization.  
• Understanding client requirement in JIRA and implement that in org as per the sprint.  
 **Mphasis India Pvt. Ltd., PUNE : 14 September 2015 –November 2018**

**Client: Alliance Bernstein (AB Global), NYC** May 2018 – Nov 2018  
**Description:** Alliance Bernstein L.P. (AB) is a global asset management firm providing investment management and research services worldwide to institutional, high-net-worth and retail investors.

**Role**: **Salesforce QA/BA (Sales Cloud Salesforce crm)  
Environment:** **Salesforce crm, TestRail, Jira, data loader**  
**Responsibilities:**• Understanding the Client Requirements and functionality of the system.  
• Involved in Black box testing of front-end interfaces.   
• Retesting the cases where defect has been raised.  
• Performing Smoke, Functional, Compatibility and User Interface testing.  
• Regression testing was performed after each new build of the application  
• Involve in deployment of change set in Production, UAT and Developer organization.  
• Understanding client requirement in JIRA and implement that in org as per the sprint.  
 **Client: Bank of Queensland (BOQ), Australia** April 2016 – March 2018

**Description:** Industry Domain: Banking & Capital Markets

Bank of Queensland is an Australian retail bank headquartered in Brisbane, Queensland. The bank is one of the oldest financial institutions in Queensland, with a network of 252 branches.

**Role: Software Business Analyst (Cloud Salesforce CRM)  
Environment:** **Salesforce crm, TestRail, Jira, TFS, HPSM, data loader**

**Responsibilities:**

• Understanding the client Requirements and projects Functionalities.

• Understanding and Analyzing Test Requirements.

• Documenting Test Cases and Collecting Test Data for Functional Testing.

• Done Regression testing on the new functionality and check all the old one is working fine.

• Performing Smoke, Functional, Compatibility and User Interface testing.

• Regression testing was performed after each new build of the application

• Creating Test cases, Executing Test Cases and Reporting Defects.

• Deriving Test Scenarios, Documenting Test Cases and Collecting Test Data for Functional Testing.

• Uploaded all the test cases on TFS for collaborating with the other teams.

• Creating Test Batches, Executing Test Cases and Reporting Defects.

• Worked on defining, Custom Object, Fields, Tabs, Components, and Validation Rules on objects as per functional needs of the application.

• Worked on tools like Workbench, Schema Builder and Data loader.

• Checked the test case functionality while going through the Classic and Lighting Salesforce application.

• Tracking Changes, Preparing Reports and Updating Documents.

• Team Communication and Customer Communication.

**Client: Abbott, US** October 2015 - March 2016

**Role: Salesforce Analyst (Shadow Resource)**

**Description:**

Industry Domain: Healthcare

Abbott Laboratories is an American worldwide health care company. The company headquarters are in Illinois (IL). Abbott has a broad range of branded generic pharmaceuticals, medical devices, diagnostics, and nutrition products

**Responsibilities:**

• Understanding the Client Requirements and functionality of the system.

• Involved in Black box testing of front-end interfaces.

• Retesting the cases where defect has been raised.

• Prepare and Execution of test cases as per requirement.

• Involved with the single resource who was handled full project

• Understanding the process of project with the single resource.

• Got the document of full object and field which should be created.

• Created some custom fields and custom object as per the instruction.

• Documented in excel sheet of all the custom object name, API name and Custom field name.

**Personal Details:**

Name : Utkarsh Asthana

Date of Birth : 9th of March 89  
Marital Status : Married

Education Qualification : B. Tech (CS.)

Previous Experience – :Non-IT (US Staffing industry)

Current Address : Gurgaon

Permanent Address : Lucknow