**Deepak Patel**

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**Experience Summary**

2 years of experience in **Software Testing**.

1 year of experience in **Salesforce Testing.**

3 year of experience in **Incident Management**.

**Professional Expertise**

* Familiar with all aspects of Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) and Bug Life Cycle.
* Participated in end-to-end testing of software products from requirement analysis, Testing, Documentation and Implementation.
* Good understanding of designing test cases and execution & reporting.
* Exposure in **Agile Methodology**.
* Working experience of Functional testing on each and every component of an application.
* Good understanding of Regression testing and API Testing.
* Detecting bugs and classifying them based on severity and priority.
* Coordinating smooth implementation of test plans with the team.
* Having knowledge on Sales Cloud, Service Cloud and Marketing Cloud.
* Working on Software as a Service (SaaS).
* Worked on lead conversion process.
* Having knowledge on Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationship and Workflow rules.
* Basic knowledge with Providing Security controllers to users by using Profiles, Roles, Permission sets and OWD Settings.
* Having basic knowledge on Reports and Dashboards
* Good understanding of SFDC CRM application coupled with good understanding of the business processes (Sales, Service, Marketing, etc.).

**Technical Skills:**

|  |  |
| --- | --- |
| Testing | Manual Testing, Salesforce Testing |
| Tools | Apex Data Loader, JIRA (Defect Management Tool), Data Loader, Postman, MS-Office |
| SALESFORCE | CRM functionality, Workflows, Email Templates using Merge Fields Concepts, Approval Processes, Reporting, Data migration using Data Loader |
| Operating system | Microsoft Windows, Android, iOS |
| Database | Basic SQL |

**Working Experience**

Software Engineer – **Iqvia**

(January 2020 to March 2020)

Software Engineer – **HCL Technologies**

(March 2016 to December 2019)

Sr. Business Development Executive– **Home works India Pvt Ltd**

(May 2008 to March 2012)

**Project Details**

**1. OCE Sales** (Current Project) (SFDC CRM Custom Application)

**Client**  : Roche

**Role** : Software Engineer

**Team Size** : 13

**Description** : The Human Data Science Company that is serving the combined industries of health information technology and clinical research.

**Duration** : January 2020-till date

**Test Environment** : QA Environment, UAT Environment

**Roles and Responsibilities**

* Worked with implementation team to understand end to end functionality and flow of the application.
* Performed happy path testing, functional testing, integration testing, sanity testing and regression testing.
* Preparation of test cases based on user stories.
* Worked on customised salesforce application which is developed on salesforce platform.
* Performed testing online in web-based salesforce application as well as tested same functionality on iPad application.
* Created test cases execution report after completion sprint.

**2. Meraqi**

**Role** : Software Engineer (SFDC CRM Application)

**Team Size** : 5

**Description** : An advising company that provides services which include advisory, valuation, transactions and asset management.

**Duration** : October 2018-December 2019

**Test Environment** : FCQA Environment, UAT Environment

**Roles and Responsibilities**

* Performed happy path testing, functional testing, integration testing and regression testing.
* Understand the Software Requirement specification document.
* Preparation of test cases based on user stories.
* Testing in Lead Conversion Process.
* Fixed defects and provided support during the warranty phase after production.
* Worked on Validation Rule, Workflows and Approval Process.
* Identifying defects and reporting issues.

**3. E Classroom**

**Role** **:** Associate Software Engineer

**Team Size** **:** 15

**Description :** It is a mobile and web application which provides both online and offline education services for Engineering students and School students along with features like Ask Question, View Expert answer, View Expert Notes, Question Bank, Notes, Forum etc.

**Duration :** March 2016-September 2018

**Test Environment :** QA Environment, UAT Environment

**Roles and Responsibilities:**

* Understand the Software Requirement specification document.
* Preparation of test cases based on user stories.
* Involved in executing Functional test cases for assigned modules on different platforms.
* Performed testing like API Testing, Smoke, Sanity, Exploratory and Regression Testing.
* Involved in daily stand up meeting and handling client calls.
* Involved in all kind of testing activities.
* Identify defects and report those defects.
* Prepare the test report.

**Educational qualifications:**

* Bachelor of Computer Application from Sunrise University, Alwar with 65% (2012-2015)

**Personal Information:**

Date of Birth : 13/05/1988

Languages : English and Hindi

Nationality : Indian