**ANUP NAIR **

****

+91.7875139976



anup.nair500@gmail.com

**WORK EXPERIENCE**

5 Years

**AGE**

30

|  |  |  |
| --- | --- | --- |
|  |  | **Education** |
|  |  |  |
| **Bachelor Degree** | | Graduated, July 2012 |
| G.S College of commerce & economics | |  |
| Nagpur University | |  |
| **Higher Secondary Certificate (HSC)** | | Completed, 2008 |
| G.S College of commerce & economics | |  |
| Maharashtra (State) Board | |  |
| **Secondary School Certificate (SSC)** | | Completed, 2006 |
| Tip Top Convent | |  |
| Maharashtra (State) Board | |  |



**Career Highlights**

* Around 6 years of I.T experience with 3 plus years of strong experience in SFDC as Admin & testing for various business domains.
* 1x Salesforce certified. Salesforce certified administrator.
* Worked in Salesforce manual testing.
* Experience in all phases of Software Testing Life Cycle and Software Development Life Cycle, Bug life cycle.
* Hands on experience in preparing Test Plan, Test Case, Test Scenario, Bug Reporting, Test Execution, Test Status Reporting
* Good Knowledge on Test Management Tools like JIRA, Salesforce
* Strong exposure to security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Experience working with SFDC Dev & Full copy Sandbox, and production environments.
* Involved in understanding and analyzing Customer requirements.
* Worked closely with Developers, Business Analyst, Product Owners, QAs and clients in a highly collaborative environment.
* Having experience in QA methodology & QA validation to ensure quality assurance.



**Skill**

Salesforce manual testing

Salesforce administrator

Requirement gathering



**Work Experience**

**HCL Technologies**

**November 2018 - Present**

November 2018 – Current

**Senior Analyst**

HCL

Nagpur, Maharashtra

**Project**: Ford Motor Company

**Responsibilities**:

* Perform both admin and testing activity on the project
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Used Data loader to bulk load data into Salesforce.com.
* Involved in Salesforce.com Application Setup activities and customization to match the functional needs of the organization
* Developed Workflow rules, Field updates, Email alerts to implement the business logic for Standard and Custom Objects as per the business needs.
* Managed ongoing support request and administrative needs of users.
* Understand Client Requirement document. Identify, analyze and raise proper queries for more clarification on requirements
* Design Test scenarios, Test cases, procedures to complete testing on scheduled deadlines.

**Persistent System Limited**

**October 2013 to October 2018**

May 2018 – October 2018

**Software Engineer**

Persistent System Limited

Nagpur, Maharashtra

**Project**: Evariant

**Responsibilities**:

* Experience in Understanding the Customer Requirements and deriving the Test Scenarios/Conditions based on the Requirements.
* Analyzing business requirements and specifications and development of test plans,

Test cases and executing them.

* Involved in Regression Testing, Smoke Testing, Functional testing.
* Create both positive and negative test scenarios.
* Report and manage defects to ensure that all issues are resolved

According to established guidelines and expectations.

* Participate in reviews meetings to provide inputs on functional requirements, schedules or potential problems. Provide feedback and recommendations to developers on software usability and functionality

July 2017 – December 2017

**Software Engineer**

Persistent System Limited

Nagpur, Maharashtra

**Project**: Biolase

**Responsibilities**:

* Experience in Understanding the Customer Requirements and deriving the Test Scenarios/Conditions based on the Requirements.
* Have a played a role in Test Planning.
* Managed the creation and documentation of business processes and module configurations.
* Involved in Regression Testing and Smoke Testing.
* Involved in Functional and GUI Testing.
* Done API testing on Web Application.

Jan 2016 till April 2018

**Software Engineer**

Persistent System Limited

Nagpur, Maharashtra

**PROJECT:** OC SAR Salesforce Application Support for Composite Business

**Responsibilities:**

* Involved designing various object, custom workflow and approval process.
* Worked on permission sets, public groups, profiles, roles, workflows, validation rules email templates, page layouts.
* Managed ongoing support request and administrative needs of users.
* Maintain user roles/profile, page layout, security setting, sharing rules.
* Performed manual testing using test cases and submit the report to Development team.
* Coordinated testing and manage deployment of software updates.
* Experience in Understanding the customer requirements and deriving the test scenario/conditions based on requirements.
* I maintain the worksheet and runbook documents for the team to be updated.
* Experienced in handling basic administrative functions including user account maintenance
* Experience in Salesforce Admin

Jan 2015 – Dec 2015

**Software Engineer**

Persistent System Limited

Nagpur, Maharashtra

**Project**: Lithium Technology

**Responsibilities**:

* Worked on Lithium technology’s project as shared service member.
* The main task we having is to communicate with client and L2 engineer in order to resolve the outage occurred on client’s community.
* Customizing the community as per the requirement of client.
* Customized the Case object in order to create ticketing tool for Lithium.
* Implemented the mail to case functionality for the tool.

October 2013 – December 2014

**Trainee**

Persistent System Limited

Nagpur, Maharashtra

**Project**: CooperVision

**Responsibilities**:

* Worked in Taking backup of logs.
* Creating the free space on Linux servers on peak hours.
* Bounce back the server when it’s down.
* Client interaction and providing monthly/weekly report.

# CERTIFICATIONS & SPECIALIZATIONS

Certified Salesforce Administrator (ADM 201) - License Number (20589793)



**Computer Proficiency**

Word 2010 Excel 2010

Power Point 2010

|  |  |  |
| --- | --- | --- |
|  |  | **Personal Details** |
|  |  |  |
| Father’s Name: | Late Kuttapan Nair | Mother ‘s Name : Omana Nair |
| Birthday : | May 22, 1989 | Marital Status : Married |
| Gender : | Male | Nationality : Indian |

**Declaration**

I, Anup Nair, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Anup Nair