



NAVEEN K N

Salesforce Test Specialist

## Career

Salesforce senior tester with 5+ years of experience who is now seeking a change in the career and wish to have a growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.

## Experience

### BOSCH

Experience: 4+ years

Position: Senior Associate

### Ken Consulting

Experience: 2+ years

Position: Associate

### Project: Bosch

#### Description:

**Field service** is to create a global platform which serves as "OneStop Destination" to provide E2E solution to customer grievances related to Mechanical and electronic products sold by Bosch. Integrated with SAP complete Field Service Management application. In a nutshell it starts from a customer request that comes in and goes till its complete resolution which has several business processes in between.

March 2020 – Present

- Analyzing Business requirements and solution specification documents to design Test Plans, Test cases.
- Involved in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data.
- Involvement in Test Execution, Results Analyzing and Defects Reporting.
- Conducted Test Plan/Test case review meetings.

## Contact

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Bangalore

## Education

B.COM, Bengaluru University

## Key Skills

Salesforce, Sales cloud

Service Cloud

Community Cloud

Servicemax

Field service

Lightning

MOBILE APPLICATION

Integration

Testing

Regression

Testing Quick learning

of tools

Mentoring

Excellent Communicator

Efficient decision making

Requirement Analysis

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***Project: ABB salesforce customer 360***

***Description:*** Salesforce Customer 360 is deployed across ABB's sales, service, field service, and marketing departments, enabling any employee to have one 360-degree view of the customer, allowing for optimized selling, servicing, and marketing.

- Lead Management - Manual creation of Leads in SFDC
- Accounts Management - Account Creation process, Account Update process, Account Delete process
- Contact Management - Contact Creation process, Contact Update process, Contact Delete process
- Opportunity Management - Opportunity Creation through Internal Sales Involvement, Opportunity Creation through Accounts, Opportunity creation through Lead Conversion,
- Credit Check - Customer Credit Limit, Credit Approval process.

**Tools Used**

SALESFORCE  
Field lightning service  
AZURE  
SOAP UI  
REST API  
POSTMAN  
MOBILE LABS  
SAUCE LABS







