

# SNEHA NAIR

Salesforce Functional Analyst



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## Professional Summary

- Curious, self-driven and highly motivated 3x Salesforce certified Functional and Quality Assurance Analyst with over 2 years of experience in the industry with a knack for breaking, enhancing and optimizing sales processes
- Experience in Salesforce Administration and development.
- Well experienced in both manual and automation testing in Salesforce domain with proficiency in functional, integration and UAT testing.

## Professional Experience

### Accenture Solutions Pvt Ltd.

- Worked closely with client and development team to groom and define requirements and provided inputs so as to make new functionalities user friendly and convenient.
- Active member of the Sales Operations Grooming team that discusses major issues and limitations that any new business requirement could bring.
- Have experience in Salesforce Automated process such as workflow rules, approval process and process builder.
- Worked on Apex Class, Validation Rules, Workflows, Visualforce Pages.
- Developed Custom Objects & Fields, Tabs etc.
- Customized page layouts, record types, queues.
- Was responsible for training of new recruits by giving functional and business KT.
- Worked on deployment using Jenkins, GitHub.
- Have experience in configurations such as validation rules, permission sets, profiles, sharing rules, rollup summary fields and objects and its relationships.
- Was a part of the major integration testing team responsible for 3rd party functionalities. Performed Integration testing using SoapUI, debug logs etc.
- Worked in an agile framework and managed five client modules single headedly
- Contributed majorly to the project specific Automation framework using Selenium Automation tool

### Gulf Business Machines Ltd, Bahrain

- Internship in Networking and Data security.
- Worked with industry professionals in understanding basics of networking, firewalls, network phishing etc.
- Learned basics of IBM middleware tools such as IBM Watson
- Learned basics of penetration testing using tools such as Wireshark and Kali linux.

## Academics

- Graduated from Shri Ramdeobaba College of Engineering and Management, Nagpur with 6.2 CGPA
- Completed Higher Secondary Certification (HSC) Examination from Dinanath Junior College, Nagpur with 68% marks
- Completed Senior Secondary Certification (SSC) Examination from The Indian School, Bahrain with 8.6 CGPA

## Certifications

- Salesforce Administrator
- Salesforce Advance Administrator
- Platform App Builder

## Skills

- Sales Cloud
- APPTUS CPQ
- SOQL queries
- Agile delivery
- Build Management
- Salesforce Administration
- Application Architectures
- Configuration & Release Management
- Design & Build Enablement
- Technical Test Planning, Preparation Execution and Performance Testing
- User Acceptance Testing
- Automation Testing
- Systems Integration Testing

## Tools

- Application Lifecycle Management tool
- Selenium
- Eclipse
- Developer Console
- Workbench
- GIT
- Jenkins
- Rally
- Data loader
- MS Office

## Personal Info

- Date of Birth: 21-September-1995
- Nationality: Indian
- Languages: English, Hindi, Malayalam
- Permanent Address: RH-5, Kasturi Ritika Vihar, HIngana Road, Nagpur, Maharashtra India : 440036