**Shaik Maqbool Hussain**

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**PROFESSIONAL SUMMARY**

**4 years of experience in the IT industry. Having extensive knowledge in Manual, Automation and Salesforce Testing, customizing, and maintaining Software Application**.

* Detail-oriented QA Engineer with hands-on experience in functional testing and exposure to automation with strong expertise in **Salesforce Testing**.
* Extensive experience in preparing **Functional Requirement Specifications**, **Test Plans**, **Traceability Matrix**, **Test Scenarios**, and **Regression Test Suits**.
* Proven ability to create and execute test cases based on **user stories** and **UX requirements**, manually performing **functional** and **ad-hoc testing** to validate new features.
* Hands-on expertise in **defect tracking** and reporting through tools like **JIRA** and **GitLab**, collaborating proactively with development teams to resolve issues.
* Well-versed in **Agile and Scrum methodologies**, actively participating in **Daily Scrums** and supporting continuous delivery.
* Familiar with the Life Sciences/Pharma, Healthcare Applications, Banking domain and

well-versed in Agile and Scrum methodologies, including participation in Daily Scrum.

* Involved in all phases of the **STLC (Software Test Life Cycle)** from Analysis, Planning, Designing and Development, Execution, and closure with timely delivery

against aggressive deadlines.

* Having hands-on experience in Salesforce Sales and Service cloud with 87K Trailhead points and Super-badges.
* Proficient in managing Profiles, Permission sets, Page Layouts, Record Types, Workflows, Triggers, Process Builders, Sharing rules, and Role Hierarchy.

**TECHINICAL SKILLS**

Skills : Manual/Automation with Selenium Java, Performance and Salesforce testing.

Cloud Technologies and tool : Salesforce Admin, Google tools, RTS tool, Jenkins, Notepad++

Ticketing Tools : JIRA, Gitlab Portal and Share point.

**TESTING SKILLS**

* Manual, Functional and Salesforce Testing.
* Automation Testing with RTS Tool.
* SFDC application testing.
* UAT, SIT, Performance and Regression Testing.
* Complex Test Plan Execution and Troubleshooting.
* Defect Tracking and Reporting (JIRA, Gitlab Portal and Share point).
* Understanding Business Requirement Analysis.
* Life Sciences/Pharma with Healthcare Applications.
* GPM, Funds Management-Banking Domain Expertise.

**WORK EXPERIENCE**

**QA Consultant | Model N**

**Project-1| Model N Application**

**Client: GPM - Novartis Pharma.**

**Role: Salesforce Quality Analyst Oct 2024 – Present**

* Develop and enforce QA standards for global price management processes.
* Validate that pricing strategies and changes align with business objectives and policies.
* Test pricing systems ERP, CRM to ensure data accuracy and seamless integration across platforms. Worked on assigned user roles and profiles.
* Perform end-to-end testing for new price rollouts, updates, and system migrations
* Define and track key performance indicators (KPIs) for pricing qualityExpertise in test case development, troubleshooting, and defect reporting.
* Work with global pricing teams to understand pricing strategies and changes.
* Partner with regional teams to account for market-specific pricing requirements.
* Configure data import/export tools (e.g., Data Loader, Import Wizard) to manage data.
* Ensure data integrity by setting up validation rules and duplicate management.

**Project-2| Model N Application**

**Client: Bristol Myers Squibb –(BMS) SaaS Transition**

**Role: Quality Analyst Jan 2024 – Sep 2024**

* **Domain Expertise:** Extensive experience with ModelN applications, specializing in Life Science, Healthcare and Rebate Management, including Contract Management, Rebates, Sales, Chargeback, Master Data, and Medicaid Rebates within ModelN Flex and N applications.
* **Quality Assurance Initiatives:** Developed a variety of system quality assurance testing initiatives for software system projects, ensuring comprehensive test coverage and adherence to industry standards.
* **Testing Strategy Development:** Completed systems testing and created detailed quality assurance testing strategies, leading to a 20% reduction in post-release defects.
* **Test Plan Execution:** Executed complex test plans and scripts to facilitate thorough testing activities, identifying and resolving critical issues before deployment.

**Project -3| Model N – Flex Application**

**Client: GlaxoSmithKline (GSK) Pharmaceuticals Ltd.**

**Role: Quality Analyst Apr 2023 – Jan 2024**

* Based on client requirements, worked on manual and automated testing using the RTS
* Conducted test data conditioning, regression testing, and validation to ensure software stability.
* Reviewed user requirements to confirm they were testable and met during development.
* Validated user expectations during testing and conducted quality assurance reviews to maintain high standards.
* Strong troubleshooting skills to resolve pricing-related issues efficiently.

**Project -4| Model N – Flex Application**

**Client: Sandoz Inc - Novartis Pharma.**

**Role: Salesforce Quality Analyst Oct 2022 – Mar 2023**

* Host the build on local server and execute all the test cases and logging defects using Defect tracking tool JIRA. Test report (BATAM) to be attached to the test script after the execution.
* Engaged in both manual and Automation testing. Developed Automation Test script using RTS Tool.
* Designed and executed performance test scenarios using tools such as Stop watch and LoadRunner, analyzing results to identify performance bottlenecks and areas for optimization. Expertise in test case development, troubleshooting, and defect reporting.
* Worked on assigned user roles, profiles, and permissions within Salesforce, ensuring correct access control and role hierarchy.
* Experience in testing sales applications within Salesforce, including Lead management, Opportunity tracking, and Account management.

**Project -5|VPD (Phase-1 & 2).**

**Client: VPD**

**Role: Functional Consultant Jan 2021 – Sep 2022**

* **Requirement Analysis and Documentation**: Analysed user requirements, developed test scenarios, and prepared and reviewed test cases. Thoroughly understood application requirements and functional specifications.
* **Collaboration**: Worked closely with firmware developers and validation engineers, collaborating with stakeholders to define user requirements and design comprehensive end-to-end scenarios and test plans.
* **Adaptation and Enhancement**: Proactively embraced emerging trends and technologies to improve product availability, reliability, efficiency, observability, and performance. Ensured consistent monitoring and operations at scale.
* Preparation of Test Plan, Traceability Matrix, and Test Scenarios and Execution of Test Cases based on prioritization of the requirements in different Sprints in JIRA and Gitlab
* Performed system end-to-end testing for the applications. Developed and executed test cases for Admin GF and PF Portals.
* Leveraged Agile methodologies to drive project success, engaging in requirements analysis and quality plan reviews
* Identify potential risks and vulnerabilities in product design, development, and deployment.
* Conducted functional, regression, and database testing, ensuring alignment with specifications. Managed product backlog and sprints, delivering comprehensive release notes and acceptance sheets.

**Project -6|HRMS - Human Resource Management System**

**Client: CT Info Tech**

**Role: Salesforce Quality Analyst Oct 2020 – Jan 2021**

Worked on implementing an HRMS solution for a retail organization within Salesforce, facilitating organization setup and application functionality. Analyzed and understood project and functional requirements, while being responsible for Functional, Regression, and Database testing to ensure seamless operation of the HRMS application.

* Gathered requirements, analyzed and implemented in Salesforce.
* IN HRMS, Implemented approval process, workflows profiles and users’ creations.
* Worked on profiles, permission sets and user setups, Page Layouts, and Record Types.
* Implemented a 3-step approval process with dynamic approvers based on product category for efficient workflow management.
* Expertise in using Agile Process in this Project.
* Analyzed project requirements, understood functional specifications, collaborated with the team, and reviewed the quality plan for alignment with project goals.

**EDUCATION**

* **JNTU-H B-Tech in Computer Science (CSE) Sep 2015 – June2019**

**AWARDS AND CERTIFICATION**

* Employe of the Month | Cloudtaru Info tech. **31st January 2024**
* Certificate of Appreciation | Model N.  **10th October 2023**