

Sudhanshu Kumar

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Salesforce QA (5.5 Yrs.)

To utilize my technical skills and abilities for the over-all success of the organization that offers professional growth while being resourceful, innovative and flexible.

Technical Skills

Salesforce.com Skills



Salesforce CRM, WorkFlow and Approvals, Custom Objects, Flow Builder, Basic Apex and SOQL

Salesforce.com Tools



Workbench, Apex Data Loader

Other Tools



Jira, Postman, Testcollab, Testrail, Selenium, GitHub, ZenHub

Salesforce Cloud



Sales Cloud, Service Cloud, Commerce Cloud

Work Experience

R Systems

Salesforce QA

The Project

Lendistry

- Lendistry is an organization which provides loans to customers in different states of USA.
- Its aim is to provide support to small businesses, small business owners who are new to lending world.
- Lendistry uses different apps such as credit checker and criminal checker to evaluate its customer's credit and criminal background check.
- Lendistry also uses docusign to verify agreement documents.
- Lendistry also uses Plaid integration to link customers bank account.
- It was naively built on Java but now they are migrating it to salesforce.
- There are different portals build for different loan application as per the need.

Paystone:

- Paystone is an organization which rents and sells credit and debit card swiping machines to customers in the USA.
- Paystone deals with payment processing to grow the business.
- It is fully developed in salesforce.
- Paystone generally generates billing to customer on monthly, quarterly and yearly basis.
- It charges its customer based on subscription.

Eva Chatbot:

- It is a chatbot which was developed on Einstein which replies automatically to users' questions.
- This chatbot was developed for coca cola.
- This chatbot helps its users to know their basic queries such as leaves, salary slip, company holidays and other queries as well.
- User can see their chat history and conversation.
- User can also provide feedback related to project.
- Eva can also create cases if the query of user remains unsolved.

Forcebrain India Pvt. Ltd. (Noida)

Salesforce Admin and QA in Sumo Scheduler on Salesforce domain

Project Engagement Overview

Project Title– Sumo Scheduler [Online Appointment Scheduling App]

Period: 14th March 2017 to 13th

November 2019 Position: Salesforce

Test Engineer

The Project

- SUMO Scheduler is the only appointment scheduling solution built fully NATIVE onSalesforce.
- Easily reschedule meetings, add invitees and manage any changes by automating the scheduling process.
- Include web conferencing or conference room info, and synchronize with many calendar systems, including the Salesforce calendar.

Roles and Responsibilities

- Working as System Admin, Manual Tester, also Knowledge of Automation.
- Involved with team in preparation of test cases & execution of Test Cases and Test Classes.
- Involved with team in performing Functional, Regression and UAT testing.
- Involved with team in performing Console Level testing onSalesforce.
- Extensively used Jira, Leankit and ZenHub for defect tracking and prioritize the bugs as High, Medium and Low priority.
- Reporting and logging issues and accelerating high priority issues immediately to the Team Lead on regular basis.
- Actively involved in daily scrum calls with Team Leads & Managers.

Certifications

- **Salesforce Certified Administrator**
- **Salesforce Certified Service Cloud Consultant**
- **Salesforce Certified Sales Cloud Consultant**
- **Salesforce Certified Platform App Builder**

Educational History

- **2012-2016:** B. Tech (Information Technology), AKTU (Uttar Pradesh Technical University)
- **2011:** 10 +2th Intermediate (PCM), H.S.C (BSEB)
- **2008:** 10th Secondary, S.S.C (CBSE)