

POORNIMA RAMANATHAN

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CHENNAI- 600042, INDIA



CAREER OBJECTIVE:

To pursue a challenging career and be part of a progressive organization that gives scope to enhance my knowledge, skills and to reach the pinnacle in the computing with sheer determination, dedication and hard work.

PROFESSIONAL SYNOPSIS:

Around 5 years and 5 months of experience in Perficient, PayPal and Accenture. Have hands on experience in analysis, design and Testing of CRM and web-based applications, Salesforce.com CRM, Force.com platform, with proficiency as administrator and tester.

WORK EXPERIENCE:

Perficient India Pvt. Ltd, Chennai

Duration	June 6, 2019 – Present
Designation	Technical Consultant QA

PayPal, Chennai

(Contract to hire Experis IT Pvt. Ltd, Chennai)

Duration	March 13, 2018- April 29, 2019(1 year and 1 month)
Designation	Software Developer (Test Engineer)

Accenture Solutions Pvt. Ltd, Chennai

Duration	July 1, 2015- Feb 3, 2018(2 year and 8 months)
Designation	Application Development Analyst (Test Engineer)

CERTIFICATION:

- ISTQB-BCS Certified Tester Foundation Level
- BCS Foundation Certificate in Business Analysis
- Application Tester Certification by Accenture (ATA) with support of Massachusetts Institute of Technology (MIT)
- Salesforce.com Certified Admin (ADM-201)
- Salesforce Certified Platform App Builder
- Salesforce Sales Cloud Consultant Certification
- Copado Certified Administrator (Salesforce devops)
- Microsoft Certified Azure Fundamentals

TRAINING/INTERNSHIP:

- I had completed Inplant Training in Hardware & Networking, System Administration and Software Platforms in HCL, Chennai-42 in the month of May 2011
- I had completed Internship in Hospira Healthcare India Pvt Limited (Device R&D), Chennai from Jan to June 2015 in testing of Medical device i.e product testing of PCA infusion system with Mednet software

EDUCATIONAL QUALIFICATIONS:

Course	Discipline/ Specialization	Institution	Board/ University	Period Of Study	% & CGPA
MCA	Computer Applications	College of Engineering, Anna University, Guindy, Chennai	Anna University	2012-2015	8.4
B.SC	Computer Science	Ethiraj College for women, Chennai-08	Madras University	2009-2012	83.5%

TECHNICAL SKILLS:

Project Management tool	JIRA, Salesforce PMO toolkit, Confluence, Agile Accelerator, Azure DevOps
Test Management Tool	Zephyr, Rally, Azure VSTS
Web Technologies	HTML
Code Quality Tool	SonarQube
Continuous Integration Tool	Jenkins
BI Tool	QlikView
Salesforce Tools	Apex Data Loader
Automation Testing	Selenium (Java) and TestNG
Project Management Method	Waterfall, Agile
Query Language/Database Language	SQL, SOQL (Salesforce Object Query Language)
Salesforce Product	Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Community Cloud, Salesforce Pardot and Field Service Lightning Mobile app- Salesforce (Salesforce1) and Field Service Lightning
Apttus Product	Apttus CLM/Apttus CMS, X Author contract
Software Testing	Functional testing, Manual Testing, Automated Testing, Product Testing, SaaS Application Testing, Integration Testing, Regression Testing, System testing, Performance Testing, Data Migration Testing, ERP Testing and UAT

PROJECT EXPERIENCE:

PROJECT	C2020 Salesforce Sales & Service Cloud with FSL Implementation and Global Customer Portal (Duration- June 2019- Present)
Role	Tester
Domain	Gaming
Client	Aristocrat

Aristocrat is the world's leading provider of gaming solutions with over 5000 employees over the world. They operate across multiple BU's like US, ANZ, NZ and APAC. Aristocrat is specializing in Customer Relationship Management (CRM) products for gambling companies. The main objective of this project is to develop, enhance and provide customized solutions for Sales, Service, FSL and Community. Microsoft D365 will provide Aristocrat with an integrated global ERP solution. Data entered by BDEs drives the seamless and accurate configuration processing and validation between Salesforce and D365. Doing analysis, design, enhancements and testing of various solutions and implementation in Salesforce along with D365.

Responsibilities:

- Performed feasibility analysis for the user stories and identified test scenarios.
- Execution of Test cases and reporting defects.
- Proficient in writing Test Cases in Zephyr
- Handled Defect management in Jira toolkit.
- Performing administration tasks like creating users, public groups, Queues, Profiles, Permission Sets, Role Hierarchies.
- Using of Debug log and Setup audit trail for detailed
- Created Reports, Schedule reports and Dashboards
- Responsible for Regression Testing for every Release
- Participated in Sprint Planning, Sprint Retrospective and Daily stand-up meeting
- Creation and Generation of Reports for obtaining Test Results
- Test plan, Test suite, Test case creation and Tracking in Microsoft Azure DevOps VSTS
- Executed the test case as per requirements in Salesforce1 mobile app and Field Service Lightning app
- In Azure DevOps, approving pull request from Dev1 to Test1 and creating pull request for deployment & approving from Test1 to QA1 Environment
- Using Conga composer to generate contract

PROJECT	PayPal CMS (Duration- March 2018- March 2019)
Role	Tester
Domain	Ecommerce
Client	PayPal

Implementation of PayPal's next generation Contract Management System (CMS) leveraging Apttus CLM on the SFDC Cloud Platform for all Contracts globally. Testing and managing different type of contract, processes and large number of users. Complete visibility and control of the entire contracting process. This including phases like request, document creation, negotiation, storage, electronic signature, compliance and analytics.

Responsibilities:

- Requirement Analysis, participate in the requirements/scope planning and elaboration sessions
- Created Test Plan and Test case in Agile Accelerator
- Execution of test cases and reporting defects
- Creation and Execution of test script for user story
- Account, Contact and Opportunity creation based on region

- Worked in Pricing for Merchant Agreement and rate card for Quick start Agreement
- Contract creation and testing for Global Region and Country in Sales cloud
- Testing of case and tracking in Service cloud
- Expertise in Bug Reporting and Tracking using Agile Accelerator
- Execution of test cases in dev, sit, uat and prod Environment
- Usage of EchoSign for e-signature
- Created task and Test script in Rally
- Attending Daily stand-up meeting
- Worked on Reports and Dashboard
- Usage of DocuSign for e-signature
- Tested Application in both Salesforce Classic and Lightning
- Data Migration using Apex Data Loader

PROJECT	Shire NPS, OBU, Patient Metrics and Baxalta (Duration- July 2015 - Feb 2018)
Role	Tester
Domain	Life science
Client	Shire

This project involves the integration and implementation of NPS Veeva and associated patient services data to the Shire Veeva instance for business continuity planning of the overall Shire GI Business Unit. NPS products to be integrated are Gattex and Natpara and the launch of the new product Lifitegrast that treat dry eye disease. Ophthalmology Business Unit (OBU) is the new business unit for Shire. It mainly focuses on addition of product and product “Dry Eye Disease” in the Medical Inquiry product list, Recording interactions for HCP for the product “Dry Eye Disease” and product specific key messages. Testing on the Patient Metrics information captured on the types of patients like Paid course of treatment, Clinical Trials, Pipeline, Untreatable etc. Legacy baxalta system and Legacy Shire system are to be integrated into Shire system. Franchises included are Oncology, Immunology and Hematology.

Responsibilities:

- Requirement Analysis and Test Case design
- Preparation of Understanding Document
- Creating Test Plan and Requirement Traceability Matrix (RTM)
- Test Execution and Defect Management
- Co-worked with Team Lead in preparing Daily Project status delivered to client.
- Handled Defect management in Salesforce PMO toolkit.
- Using Salesforce Object Query Language to query records in Salesforce Workbench and Query editor
- Executed Testcase in Web browser, Mobile(Android) and ipad(iOS)
- Provided Knowledge Transfer to joiners in the team.
- Preparing Requirement traceability matrix for new business module.
- Responsible for Regression Testing for every Release.
- Preparation of Test Closure Reports.

PERSONAL PROFILE:

NAME : Poornima Ramanathan

DATE OF BIRTH : 14-07-1992

SEX : Female

MARITAL STATUS : Single

NATIONALITY : Indian

I hereby declare that all the information given above is true to my knowledge and belief.

PLACE: Chennai

Yours Faithfully,

DATE:

(Poornima Ramanathan)