

Vaishnavi Patwa

Salesforce QA Tester

I am energetic and eager to learn new skills/technologies. I have 2.5 Years of experience in Software Testing - Manual, Regression, Automation and Client Side Implementation.



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7038822329



Hyderabad, India

SKILLS

Service Cloud

CRM

Admin

Salesforce

SOQL

Manual Testing

JIRA

IVR

Emails

Sales Cloud

SIT

Provar Automation

Regression Testing

Test Plan & Test Cases

LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency

INTERESTS

Movies

Travelling

Cooking

Arts & Craft

PROFESSIONAL SUMMARY

Software Engineer/Analyst

Accenture

12/2018 - Present

Hyderabad (India)

Achievements/Tasks

- A Technical Professional with Functional Testing and Project Execution Experience.
- 2.5 years+ of experience as a QA in Salesforce.com CRM Platform, mainly with Accounts, Contacts, Cases, IVR, Insurance Policies and List Bills entities in Service cloud application. Majorly worked on key functionalities like Inbound Emails/Outbound Emails and Inbound, Outbound, Manual & Callback Calls.
- Working in Agile and Continuous Delivery Environment. Strong Knowledge on SDLC/STLC methodologies with Agile/Scrum Model. Manual Testing, Regression Testing, End-2-End Testing and Automation Testing. Raising a bug in JIRA whenever found discrepancy, once fixed retesting all bugs reported from QA/SIT/UAT Environment along with End-2-End Testing.
- Participated in Review Meetings to provide input on business requirements, functional requirements and project plan documents.
- Expertise in Test Plan Preparation, Test Case Design, Test Execution and Defect Management and also worked on Mobile Testing.
- Good Knowledge of Performance, Security, Latency testing and API Testing.
- Having Good Experience on Back End Testing by executing SOQL queries.
- Able to work independently and interacts with the team for Project Development.

CERTIFICATES

Salesforce Certified Administrator

Salesforce Service Cloud Consultant

Vlocity Platform Developer

PROFESSIONAL EXPERIENCE

Pacific Life- Salesforce Implementation

- Pacific Life Insurance is an American Insurance Company providing life insurance products and offers a variety of investment products and services to individuals, business and pension plans. It has two Domains Sales and Service.
- Involved in Identifying Regression Test Cases for each cycle.
- Preparing Test Cases based on Requirements and Priority.
- Involved in Daily Scrum Calls and Test Status Calls.
- Responsible for daily and weekly status reports.

EDUCATION

Bachelor of Engineering

Shri Ramdeobaba College of Engineering Management

08/2014 - 05/2018

Nagpur - Maharashtra (India)

Courses

- Electronics & Communication

ACHIEVEMENTS

Certificate of Achievement for Dedicated Support & Excellence in Delivery