

CHETANKUMAR BHATI

Salesforce Consultant (QA)

Salesforce QA | 5 x Salesforce Certified | 2x Copado Certified experience of over 8 years in Salesforce Lightning Testing & Salesforce Administration. Worked on Sales Cloud, Service Cloud, CPQ, Field Service Lightning (FSL). Diverse client experience like Manufacturing, Retail, Healthcare, Educational. Problem-solving skills with strong verbal and written communication skills. Completed (**IELTS**) International English Language Testing System exam.

EXPERIENCE

Wipro Limited (May 2022 – To Present)

Senior Salesforce Consultant

- ❖ Responsible for performing test execution, test analysis Ensure testing processes align with the project requirements and timelines.
- ❖ Manage testing environments and configurations specific to Salesforce.
- ❖ Working on the sales cloud and service cloud integration project with third-party interface.
- ❖ Define end to end testing process and methods in Salesforce environment including cross system integrations across multiple work streams.
- ❖ Have been an integrated part of a Scrum/ Agile Management team, working interactively with Software engineers, test engineers, Product managers during the entire development cycle.
- ❖ Analysis of failures, issue identification and subsequent logging of defects within defect management tool CMC Appirio (Cloud Management Center).
- ❖ Interact, communicate, and follow through with development & customer teams throughout testing phase.
- ❖ Ability to adapt to customer processes and integrate them into day-to-day work as needed without compromising best practices and quality.
- ❖ Execute manual testing on Field service lightning (FSL) through trecentist test management tool.

TATA Consultancy services (May 2015 – May 2022)

Salesforce Quality Analyst (QA) and Testing

- ❖ IT professional experience in Salesforce CRM platform as Salesforce Tester and QA Analyst.
- ❖ Experience implementing Software Development Life Cycle (SDLC) as it relates to QA in an enterprise environment, sales cloud, and service cloud, CPQ.
- ❖ Performed sanity / smoke testing for each release, Strong experience in the Defective Life Cycle
- ❖ Strong testing skills in Salesforce pricing App, Salesforce standard object, custom objects, custom fields, page layouts, custom Tabs, Reports, and various other components as per application requirements.
- ❖ Extensive experience in handling projects in the areas of Functional, Integration, Regression and Acceptance Testing in Agile Methodologies.
- ❖ Regularly participated in Scrum calls for Technical and Use Case review meetings for various functionalities in the application.
- ❖ Used MS Excel sheet for comparing the millions of records and its fields for preparing pivot tables and data charts for presentation.
- ❖ Sent out daily status reports to the QA managers, QA team members and Developer teams.

Contact Information

Email

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Phone

+ 91 9601445449

Date of Birth

28th March 1990

Salesforce Cloud

- Salesforce Sales Cloud.
- Salesforce Service Cloud.
- Community Experience Cloud.

Projects

- Nielsen Market research.
- Cummins Filtration.
- Perkin Elmer
- Algeco
- McGraw Hill
- W.H.O

Tools Used

- TIBCO Spotfire (Reports)
- Jira Management Tool.
- JMeter (Basics)
- Postman
- CMC (Cloud Management Center) By Appirio.
- Tricentis (Test Management Tool).
- Azure Devops

Skills

- Customer Relationship Management (CRM)
- Problem solving.
- Public speaking.
- Analytical thinking.
- Good Communication and Interpersonal skills.

Languages

- Gujarati
- Hindi.
- English

External Certificate

- International English Language Testing System (IELTS).

Salesforce Administrator

Nielsen Salesforce Service Cloud (CRM)

- ❖ Hands-on experience in Salesforce Super user to Setup the new user profile, role, and permission set to provide the right level of access based on the user role in Salesforce Service Cloud Classic & Lightning.
- ❖ Handle basic administrative functions including user account maintenance, reports, and dashboards.
- ❖ 500+ Users profile mgmt. and on boarded 150+ new users to the service cloud.
- ❖ Troubleshoot day-to-day technical challenges related to profile creation /permission sets.
- ❖ Prepared & maintained training materials and provide training to onshore and offshore 500+ users.
- ❖ Communicating with the end clients and provide technical support to end users, diagnosing and resolving problems.

Senior Analyst

Nielsen Market Research (Global Solution Center)

- ❖ Worked with Global Client Liaison and Quality Optimization Leaders for Salesforce platform support and assistance.
- ❖ Successful completed Transition training for Nielsen employees for Salesforce CRM Platform.
- ❖ Responsibility for Open aged requests from onshore and offshore to be resolved and closed in a defined time frame to avoid impacting KPI data.
- ❖ Publishing Newsletter editions and analyzing reports for Global worldwide users every month.
- ❖ Working with 13 Global clients. Ex. RB (Reckitt Benckiser), BAT, Colgate, Diageo, Onex, Coke, Unilever etc.
- ❖ Working on Tickets (Analyzing the issue, investigating the problem)

SMERA Ratings Ltd July 2014-May 2015

Assistant Cluster Development Manager

- ❖ MSME ratings AND Bank loan ratings, educate them about the benefits of rating by presenting and pitching the services to be offered.
- ❖ Meeting branch managers/circle heads of leading PSU banks daily and building relationships with banks for lead generation.
- ❖ Meeting revenue targets by new client acquisition.
- ❖ Maintaining relationships with the industrial association, financial advisors, and government association for data collection and lead generation.
- ❖ Depth market studies of manufacturing and service industries collect and analyze data and information that is valuable to clients.
- ❖ Bank Loan Rating, BASEL-II

Marketing Executive

- ❖ Handling queries for existing clients on their selling/purchasing transactions.
- ❖ Work on client requirements and their proposal.
- ❖ Create new leads and cooperate with them for further business.
- ❖ Responsible for assigned sales targets (monthly, quarterly, and annually)
- ❖ Follow up for payment for existing Clients.
- ❖ Develop a new sample for the client.
- ❖ Maintain good relations with clients.

Education

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|---------------------------------|---|
| Ahmedabad, Gujarat June 2013 | Master of Business Administration (MBA) R.B. Institute of management studies |
| Mehsana, Gujarat March 2011 | Bachelor of Business Administration (BBA) V.M. PATEL College of management studies |
| Mehsana, Gujarat April 2007 | Gujarat Board Higher Secondary School (HSC) A.M. PATEL School, GANPAT University |
| Mehsana, Gujarat April 2005 | Gujarat Secondary and Higher Secondary Education Board (SSC) A.M. PATEL School, GANPAT University |

Achievements

- ❖ Platform Migration: Handled end to end planning, Execution and migrating from “Issue Trak” platform to “Salesforce CRM” platform.
- ❖ Worked as Salesforce platform trainer for international delivery center members and client service department 500+ users.

Certification & Courses

- ❖ Salesforce Certified Administrator (SCA)
- ❖ Salesforce Sales cloud Consultant.
- ❖ Salesforce Associate certification.
- ❖ Salesforce CPQ Specialist Certified.
- ❖ Salesforce AI Associate Certified.
- ❖ IELTS (International English Language Testing System)
- ❖ Process: Agile Way of Working Foundation Version-1.0 II