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**Profile**

Experienced **Agile SFDC Tester** with experience in Testing Service and

Sales Cloud and knowledge of Users, Profiles, Reports, Dashboards, Approval Processes, Workflows, Data Loader and Workbench

**PROFESSIONAL SUMMARY**

* 8.5+ years of experience as a Salesforce Test Lead
* Experience in writing test cases for requirements and execution of test cases and following defect life cycle and reporting the bugs.
* Worked on Teams and handled individual work with excellence.
* Experience on JIRA, HP Quality center, VSTS for bug tracking.
* Involved in the design and implementation of Test plan. Authored and updated the test cases to smoke and Regression test suites.
* Experience and good knowledge in Users, Profiles, Roles, Permission Sets, Object Manager, Reports and Dashboards, Records, Workflow Processes
* Experience in Analysis of Requirement documents, Design documents & Business Rules of Sales apps.
* Good experience in Agile methodology (both Scrum and Kanban), Agile testing along with Waterfall Methodology.
* An effective communicator with good interpersonal skills, coordination to communicate effectively with business users, stake holders, programmers, and technical staff.
* Have decent knowledge of Apache JMeter and Seleniums.

**CERTIFICATIONS:**

1. **Salesforce admin**
2. **AWS Cloud Practitioner**
3. **Salesforce Service Cloud**
4. **Salesforce Sales Cloud**

**Employment History**

## Test Analyst, Infosys Limited, Hyderabad

May 2015 — June 2021

Worked as Siebel Tester for Infosys Limited, Hyderabad from November 2015 to November 2016

Working as Salesforce Tester for Infosys Limited, Hyderabad from November 2016 to 2021

## Senior Quality Analyst, AccionLabs, Hyderabad

June 2021 — June 2022

Working as Salesforce Tester from June 2021 to Present

## Senior Test Lead, HCL Technologies, Noida

Aug 2022 — Present

Working as Senior Test Lead from August 2022 to Present

**WORK HISTORY**

**Client: Ministry of Transportation, Canada**

**Roles &Responsibilities:**

* Executing Test cases and logged Defects in HP ALM
* Collaborated as a Team member and provided all the insights to the project.
* Testing in Siebel- Interventions, RACs
* Tested the Offline and Online Application for Facility Audits, Interventions and RACs
* Took responsibility of Functional Testing

**Client: Financial Services Company, USA**

**Roles & Responsibilities:**

* Executing Test cases and logged Defects in HP ALM
* Collaborated as a Team member and provided all the insights to the project.
* Took responsibility of two tracks at a same time and never missed the productivity.
* Testing in Salesforce Service Cloud (Classic)- Retail and Lease Accounts
* Created Retail and Lease Accounts and validated their features against business functionalities.
* Validated Case creation as per various record types
* Processed cases up to completion and validated their approval processes and business flows.
* Wrote test cases in Excel about all positive and negative flows and then, uploading them to HP-ALM using the Excel Add-In
* Matched Requirements to Test Cases in HP-ALM maintaining the relationship in RTM.
* Conducted Domain Level and Product Level KTs for the other team members.
* Validated SSN for Security and Restrictive Fields

**Client: Car Company, Sweden**

**Roles &Responsibilities:**

* Executing Test cases and logged Defects in VSTS (Visual Studio Team Services)
* Collaborating with Business Analysts and Developers beforehand to understand the business requirements so that Quality Test Suite can be created.
* Acting as a Lead to handle the Testing Team at Onsite (Client Location) to have better visibility.
* Helping the team understand the Sprint Goal and assigning the tasks accordingly.
* Participating in the Master PI Planning Meeting on behalf of the QA Team to understand requirements directly from the Stakeholders and brainstorm within the team to decide the upcoming 6 Sprints Schedule
* Also being at the ground level and taking up requirements firsthand to upgrade Salesforce Module knowledge.
* Testing in Salesforce Service Cloud Application (Lightning)- Case Management and Order Management
* Created Cases via various channels like manual, web-to-case, email-to-case, Five9, social media.
* Processed Cases up to Closure and validating them against different business functionalities.
* Validated Orders coming in from Integration and processing them up to Completion.
* Validated Milestones as per set Entitlements for various cases
* Validated all possible scenarios of various Record Types of Cases and Objects
* Validated Q-Assign for two markets to see if Cases are automatically assigned when the Global Scheduler Switch was on without any manual intervention of manager.
* Validated case creation via Five9 by calling up to a given number and creating Leads/Account/Cases as per requirements.
* Validate Workflows, Process Builders, Approval Processes, Page Layouts, Field Level Security, Object Level Security wherever possible.
* Used Data Loader to load Data to various environments for testing purposes.
* Used Workbench and Dev Console to execute batch jobs and querying database (SOQL Queries)
* Actively participated in all the Agile Ceremonies (Daily Stand Ups, Sprint Retrospective, Sprint Planning, Sprint Review Meetings)
* Giving Product Demos to UAT Stakeholders directly in the Sprint Review and UAT Sessions to make them understand about the Sprint Progress
* Raising questions wherever possible so as to enhance the product in a better way.
* Maintaining a Robust Regression Suite for performing Regression Testing and continuously upgrading it with new scenarios

**Client: Data Analytics and Data Integration Solutions, Sweden**

**Roles & Responsibilities:**

* Executing Test cases and logged Bugs in ZEPHYR JIRA
* Testing in Sales Cloud Application- Created Leads and converted them into Accounts, Contacts and Opportunities
* Created Quotes as Sales Representative for the Opportunities and Added Products for them as per requirements.
* Generated Order Forms for the Quotes and sent them for Signature using DocuSign.
* Validated the Order Forms as per CLM and processed the Quote.
* Validated the Processed Quote and Order in Oracle NetSuite
* Validated the Contract’s Product Recipe in Entitlements UI
* Validated the Contact and the Product Details in the Staging link received as onboarding mail.
* Executed Amend and Renewal Processes on the Old Contracts by updating the Products and Subscription Term
* Used Partner Commerce Portal to directly create Quotes on the Deals created from Partner Portal as Partner Contact
* Validating various other systems to check data is correctly flowing in and out of them as part of System Integration Testing
* Co-ordinating with various System Leads in order to troubleshoot problems, if any

**Client: Jewelery Manufacturing and Retailing Organization, Denmark**

**Roles & Responsibilities:**

* Executing Test cases and logged Defects in JIRA
* Collaborating with Business Analysts and Developers beforehand to understand the business requirements so that Quality Test Suite can be created.
* Testing in Salesforce Service Cloud Application (Lightning)- Case Management
* Validate Workflows, Process Builders, Approval Processes, Page Layouts, Field Level Security, Object Level Security wherever possible.
* Worked on Loyalty Feature. Worked with the E2E Team to validate various scenarios.
* Worked on Bot Features and their enhancements.
* Work with developers to understand the features in a better way and get their understanding before writing high level scenarios.
* Working on Sanity and Regression seamlessly

**Client: Business Essentials Retail Organization, USA**

**Roles & Responsibilities:**

* Executing Test cases and logged Defects in JIRA
* Collaborating with Business Analysts and Developers beforehand to understand the business requirements so that Quality Test Suite can be created.
* Testing in Salesforce Sales Cloud Application (Lightning)- Case Management
* Validate Workflows, Process Builders, Approval Processes, Page Layouts, Field Level Security, Object Level Security wherever possible.
* Worked on Flows

**Achievements**

## Rated as a ‘Commendable Performer’ for the year 2018 in Appraisal Cycle

## Rated as an Outstanding Performer for the year 2020 in Appraisal Cycle

* Being called as an active participant for a Business Visit at Client Location- Sweden on Feb 2020
* Conducted Sessions for Domain knowledge (Insurance, Finance) for the team.
* Acting as QA Team Lead to handle all the QA Activities

**EDUCATION**

## SSCE, K.V No.2 Akhnoor, Jammu

 April 2007 — May 2008

 Completed Secondary School Certificate Examination in 2008 with an aggregate of 88.8%.

## SSSCE, K.V No. 1 Golconda, Hyderabad

 April 2009 — May 2010

 Completed Senior Secondary School Certificate Examination in 2010 with an aggregate of 93.6%.

## B. Tech, Silicon Institute of Technology, Bhubaneshwar

 September 2011 — September 2015

Completed Bachelor of Technology in Electronics and Telecommunications Engineering from Silicon Institute of Technology in 2015 with an aggregate of 86.3%.