

Akash Dhawan

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Career Objective:

Looking for a techno-functional role in area of Salesforce implementation, where I can learn, utilize my technical knowledge and personal competencies

Work Experience:

Cognizant Technology Solutions (Business Analyst)

(Aug'20- Present)

- Working as a ServiceMax Business Analyst in healthcare domain
- Expertise in gathering business requirement and postulating them into Functional Requirement Specifications
- Leveraged knowledge of testing in Salesforce including ServiceMax, Quality Control Management (Trackwise), B2B Service Cloud (Hybris), B2C Customer portal and SAP
- Documenting the deployment activities, design specification and SOPs for new business requirements
- Presenting user story and feature level demos to business
- Triaging and reporting the defects during release activities (SIT/ UAT/ OQ/ PQ)
- Collaborating with various teams of versatile skillset to deliver

Wipro (Project Engineer)

(Nov'17- July'20)

- Performing different functional testing like Acceptance Testing, System Integration Testing, Regression Testing, Operation Qualification, Smoke Testing, Sanity Testing etc.
- Well acquainted with Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC) & Software Validation
- Having good experience in agile methodology
- Having hands on experience with HP-ALM/QC, Azure DevOps, Rally and Valgenesis.

Technical Skills:

- Salesforce and ServiceMax
- Salesforce Data loader and Workbench
- SFDC testing and Functional testing
- Scripting based on Functional Requirements
- Functionality testing, System integration, regression, sanity, smoke testing

- HP ALM, Rally and Azure DevOps
- Mobile Application Testing (iPhone and iPad)

Certifications:

- ISTQB (International Software Testing Qualifications Board) Foundation Level – 126952

Project Description:

ServiceMax is a Cloud based (SFDC) solution for Field Service Management, delivering an integrated suite of applications for managing employees and customers. ServiceMax offers an E2E solution for Case and Work Order Management till closure, including Parts and Return Management, Warranty and Contract Management, Schedule and Dispatch, Depot/Bench Repair Process, Installed Base Management etc. that are integrated with SAP, Decisions.com, Service Board, Hybris, ProntoForms, QlikView, OpenText, TrackWise (QMS) with ESB/ Boomi as middleware.

Responsibilities:

- Understand business and user requirements, design specification in detail
- Working closely with Product Owners and Business Process Experts to streamline business requirements and give demo to business
- Provide functional KT and project overview sessions to onboard new resources
- Optimize RT suite to ensure E2E test coverage per release
- Estimate efforts, highlight risk and propose a mitigation plan to deliver the task in hand

Educational Qualification:

Qualification	College/School	University/Board	Year Passed	Percentage/ CGPA
MBA- WX (Marketing & Leadership and Strategy)	NMIMS Global Access - School for Continuing Education	NMIMS	2020	3.45/5
B.Tech (M.E.)	School of Mechanical Engineering	Galgotias University	2017	77.3%
Intermediate	St. Don Bosco College	C.B.S.E.	2013	80.6 %
High School	Lucknow Public School	I.C.S.E.	2011	89.8%

Significant Achievements:

- Received Certificate of Excellence for being the Flagbearer in Cloud Practice – Sep 2019
- Received “Inspiring Performance” Award for the month of Nov 2018
- Received “Wipro Prodigy” Award for the month of Aug 2018
- Received Client Appreciation for Quality Performance and Quick Learning.