SAMYUKTHA B

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SUMMARY

▸ **Associate Consultant** with 6+ years of overall IT experience in Salesforce and Ab-Initio tool including ~4 years of Salesforce QA Experience.

▸ **4x Salesforce certified** QA resource with strong CRM functional knowledge.

▸ Extensive Experience in **Functional testing,** Black Box testing**, Regression testing, API testing** using **Postman** and **SOAP UI,** Integration Testing**, Smoke Testing,** Sanity Testing**, Mobile testing using Browser stack.**

▸ Hands on experience in Testing **SFDC configuration** features like Process builder, Workflows, Approval Processes, Flows, Web-to-Lead, Automatic Web-to-Lead conversion, Email-to-Case, Case Assignment Rules and Validation rules.

▸ Complete understanding of each stage of **STLC** and worked on tools like **JIRA, HP-ALM, CMC(Appirio).**

▸ Involved in **Requirement analysis**, **Test planning, Test scenarios documentation, Testing LOE (Level of Effort), Test Execution** and **Test reporting.**

▸ Punctual, well organized, hard worker, self-motivated, effective verbal, written communication skills and excellent interpersonal skills.

RELEVANT SKILLS

▸ Salesforce CRM

▸ SQL

▸ Integration Testing

▸ Web Application Testing

▸ Mobile Testing

▸ Regression Testing

▸ Testing Scenarios

▸ Test Cases

▸ Test Documentation

- ▸ Postman

- ▸ Soap UI

CERTIFICATIONS

- ▸ Salesforce Certified Platform Developer 1

- ▸ Salesforce Certified Administrator

- ▸ Salesforce Certified CPQ Specialist

- ▸ Salesforce Certified Service Cloud Consultant

PROFESSIONAL EXPERIENCE

Company: **Wipro Technologies Limited** [6+ Years]
June 2016 - Current: **Senior Salesforce QA** (Full time/Permanent)
Hyderabad.

▸ **Project 1: Honda Digital Marketplace**
Role: Senior Salesforce QA

Description: This project is built using B2B Lightning Commerce Cloud and Experience Cloud, where Commerce org and Community org were interconnected through cross org adapter. Here we are designing a web application for Honda where the former sells its parts and accessories through dealerships. My role is to perform End to End Functional Testing of UI, API testing, 3rd Party tool Integration Testing, Mobile Testing, Braintree payment vault Testing.

Key Responsibilities:

- ▸ Defect Tracking and Test Management on JIRA tool.

- ▸ Performed API testing through Postman and SOAP UI tools.

- ▸ Performed Integration testing with 3rd Party Application (iN Portal) and validation for payments in Braintree vaults for Merchant and Dealer Accounts.

- ▸ Individually handled Integration testing, API testing, Mobile testing and Community Cloud Testing.

- ▸ Execution of SOQL queries to fetch data based on conditions.

- ▸ Execution of Method calls to check Integration response through Dev Console

- ▸ Creation of Test Approach and Test plans for Maintenance.

- ▸ Design/Review/Execution of Test Cases. Defect tracking and Re-test. Coordination with Project managers/Project Leads to ensure that Testing is completed as per plan, including closure of effectively agreed defects.

- ‣ Monitor the test activities to keep the project on-track.

- ‣ Mentoring juniors and reviewing their test approach for test coverage.

- ‣ Communicate the status to Stakeholders on a daily and weekly basis.

- ‣ Interaction with the Client with regards to functional gaps in the requirement.

- ‣ Mobile test strategy for covering devices like iPad and iPhone.

- ‣ Gathered, Analyzed and discussed the requirements and stories with the Development team and FSA's.

- ‣ Lead technical and functional requirement sessions to identify client requirements and assist in understanding requirements to the juniors.

- ‣ Break down requirements into user stories and prioritize the testing methodology and Key contributor to the QA team.

‣ **Project 2: FP-Force Point**
Role: Senior Salesforce QA

Description: Force point LLC - We have built a community portal to help customers raise cases and provide support to the customers with FAQ and chat options.

Key Responsibilities:

- ‣ I have verified the community portal by raising cases and ensuring cases are routed to the proper queue.

- ‣ Ensured the Emails are routed and sent within the time limit to the respective recipient list.

- ‣ Executed whether cases are escalated to respective group depending on priority after stipulated time limit has exceeded.

- ‣ I have executed the chat functionality and verified the priority routing of cases to the respective queues.

‣ **Project 3: MFI-Micro Focus Inc**
Role: Salesforce QA

Description: Micro-focus - a software selling company which is combining the various features found in Stack A and Stack B in a new combined architecture known as Stack C which consists of the following major architectural components: Oracle NetSuite will be the strategic partner for the extended ERP functional domain that provide the back-office functionality. Salesforce will be the strategic partner for Sales & CRM domain. Order Fulfilment will be provided by two developed components for Software Fulfilment/Entitlement and SaaS provisioning, and SaaS applications for Professional Services and training delivery. Workday - a SaaS application

retained from Stack A that implements HCM (Human Capital Management) domain. Informatica and Dell Boomi - will support Integration Platform requirements. Informatica to implement MDM solution. BI Reporting is implemented using native application reporting and an ORACLE/ Tableau capability for cross-functional reports.

Key Responsibilities:

▸ Analyzing and Understanding the Requirement Specification.

▸ Preparation of Test documents, Test Plan and Test Cases.

▸ Preparation of E2E scenarios based on Requirement documents.

▸ Internal review of Test documents, Test Plan and Test Cases.

▸ Collaborating with SMEs for getting approvals for drafted Test Cases.

▸ Providing walkthrough of Test Scenarios to Clients.

▸ Distribution of tasks with the team and tackling of task.

▸ Arranging & attending the war room and triage calls to close the issues/gaps.

▸ Execution of Test Cases in unit level, component level and end to end.

▸ Raising quality defects and tracking the defects to closure through ALM.

▸ Regression and Re-testing of subsequent builds releases.

▸ Assisting and providing clarifications & demos to the team whenever required.

▸ **Project 4: Schneider**
Role: Salesforce QA

Description: Developed a sales cloud org for Schneider from an existing client org to handle some major opportunities of approximately 100 users.

Key Responsibilities:

▸ Worked on Sales cloud execution of creating and managing user roles.

▸ Worked on Security, Sharing Rules, Profiles and Permission sets.

▸ Worked with objects, fields, validation rules.

▸ Interacted with Business Analyst, Dev team, Technical Team & also with customers for requirement gap analysis.

▸ **Project 5: Riverbed Aternity**
Role: Salesforce QA

Description: Setup a community portal for customers to create/view/close cases including case escalation matrix and new user & contact creation along with assets from the portal. Also imported Knowledge articles along with

Entitlements and Authoring.

Key Responsibilities:

▸ Have extensively worked on case creation and escalating cases to queues with respect to timely triggered Email notifications.

▸ Verified the new user & contact creation along with assets and different large file upload (salesforce backend) and download from customer portal

▸ Executed the Case escalation Email enhancements/service cloud Email Notification Enhancements.

▸ Verified the Indexing of Key fields for optimized search of Knowledge base articles.

▸ Tested the Knowledge base articles creation and topics with respect to Knowledge base migration

▸ **Project 6: XL-Axiata**
Role: Ab-Initio Developer

Description: This Indonesian telecom project deals about Data warehousing where metadata (raw data) is fetched from Source (XL-Axiata) which current logic works on D-3 days data is improved using AB-Initio tool to filter and sort data to provide D-1 Day structured data for better business analytics and prevention of data loss/mismatch.

Key Responsibilities:

▸ Developed different graphs to build logic to sort and filter the raw data into structured data using various components present in the tool.

▸ Created various permanent and temporary tables using SOQL to fetch raw data and to insert the sorted data.

▸ Extensively worked on various Change requests from clients to modify the logic for better business analysis.

▸ Unit tested the structured data using the SOQL Queries in Teradata.

▸ Provided bug fixes for various bugs raised by QA Team and provided support for Go-Live and production bug fixation/failure of graphs.

▸ Interacted with clients regarding various requirement gaps and challenges on the complex tasks with respect to deadlines provided.

▸ Mentored freshers, QA Team and provided support in execution of graphs and verification of data using SOQL Queries in Teradata.

AWARDS & RECOGNITIONS

- Best Performer
- Inspiring Performance
- Round of Applause
- Stellar of the Month
- Above & Beyond
- Best Contributor

EDUCATION

- **B. Tech:** K.L.U, Vijayawada, Andhra Pradesh.
- **Computer Science & Engineering**, CGPA: 7.4
- **10+2:** Sri Chaitanya, Vijayawada, Andhra Pradesh.
- M.P.C Percentile: 89%
- **High School:** Nalanda Vidya Niketan, Vijayawada, Andhra Pradesh.
- Percentile: 90%