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**Summary:**

I am an accomplished Sr. QA Engineer specialized in QA of software/web systems and SFDC Administrator. I have 9 years of total IT experience and 6 years of experience working as Salesforce Administrator/QA in both Agile as well as SDLC framework in Salesforce CRM platform with a proven track record for evaluating, evangelizing, and applying new testing methodologies to continuously appraise and perk up the Quality Assurance strategies and processes involved.

**Awards: SalesForce Operations MVP*,* NetApp, Sunnyvale, CA**

**Company : Rodan and Fields, San Francisco, CA**

**Role :** Sr QA Engineer

**Duration :** Oct 2015 – Current.

**Internal Projects:**

1. **CRM (Salesforce.com Service Cloud):**

Worked extensively on identifying the data related issues and retested them once fixed. Led the ‘SQL data comparison Scripts’ mini-projects where we build the SQL SP’s to map out the field to field data validation to identify the data discrepancy. Worked on full implementation of Email To Case management.

Reviewed the requirements specifications and technical design documents to provide timely and meaningful feedback. Created detailed, comprehensive and well-structured test plans and test cases. Estimated, prioritized, plan, and coordinated testing activities. Identify, record, document thoroughly and track bugs. Perform thorough regression testing when bugs are resolved

1. **Aus Pre-Enrollment: QA Lead**

Worked on website of Pre-Enrollment of the user accounts. Made sure the SFDC and Hybris were in synch and the integration of 2 systems is flawlessly up and running. Ran the full regression to make sure none of the bug fixes/ UAT feedbacks affected the application. Conducted the QA across 3 types of devices (Desktop/Tablet/Mobile) to ensure the application is compatible with different types of devices.

1. **Aus Soft and Market Launch: QA Lead**

Worked on a Global market launch web application and tested the Pre-enrollee conversion to a Consultant. Made sure the end to end integration, Roll up in the hierarchy works as expected. Tested the Account and Order flow in various layers of downstream such as SAP, SFDC and Database. Conducted the QA across 3 types of devices (Desktop/Tablet/Mobile) to ensure the application is compatible with different types of devices.

1. **reHabit@:**

Worked on reHabit@ project where the web application for 3 countries is combined into one single Global platform. Tested end to end scenarios to make sure the account and order flow to downstream systems is going through without any issues. Tested several systems such as Hybris, SFDC, RFO DB, SAP. Worked with the 3rd party vender applications such as Mulesoft for integration, Melissa data for address validation, Paymetric for payment validation etc.

**Company : NetApp, Sunnyvale, CA**

**Role :** Salesforce Admin/QA

**Duration :** Oct 2012 – Sept 2015.

**Internal Projects:**

1. **Onramp L3 support (3 months):**

Worked on Level 3 support of SFDC onramp project where we delivered minor enhancements as well as production and business tickets.

1. **VAC (Visibility Access Control) (2 year and 4 months):**

Worked in the VAC team as a SFDC Admin and QA to support business request regarding User’s roles and profile changes/updates. Participated in complete Fiscal year transition of year 2014, 2015, 2016 to support business transition. Supported other teams to identify/resolve visibility issues and insufficient privilege error.

**Awards: *SalesForce Operations MVP***

1. **Production SCRUM (3 months):**

Worked in the Production SCRUM which delivers business enhancements as well as works on existing/new production defects.

**Company : OppenheimerFunds, New York, NY**

**Role :** Salesforce QA/Administrator

**Duration :** Jan 2012 – Aug 2012

**Project:**

**DreamWorks SCRUM:**

Worked as a SFDC QAfor integration of SFDC and Oracle. Performed the role of SFDC administration as well for Sandbox configuration and setting up users for UAT sessions.

**Company : *Stratitude, Fremont, CA***

### Role : Salesforce.Com Consultant

### Duration : Jan 2011 – Dec 2011

**Project:**

**In-House Salesforce Project:**

Worked as Salesforce consultant on in house SFDC projects working as SFDC Admin.

**Company : Seed InfoTech, Pune, India**

**Role :** Automation QA

**Duration :** Jun 2008 – Dec 2009

Worked on various Automation software projects to increase the depth and scope of tests to help improve software quality.

**Education*:***

***MS in Computer Science from Northwestern Polytechnic University, Fremont CA.***

***MS in Engineering Management from International Technological University, San Jose, CA.***

***BS in Engineering* from Pune University, Pune Maharashtra, India**

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