**A Manoj Mobile:** +91- 8520043246

Salesforce Admin and Manual Tester **Email** **:** amanojsalesforce7@gmail.com

**Profile Summary**

* Having 5.3 Years of IT experience Completely into Salesforce Administrator and manual tester.
* Experience in Out of Box Features (Salesforce Admin), Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Experience in Sandbox Refresh from Production Instance.
* Experience in Production support.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks, and actions.
* Experience Creating Custom Permissions, Permission Sets, Assignment Rules, Auto Response Rules, Escalation Rules.
* Experience in Salesforce Customization, Profile Management, Workflows, Approval process, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Worked on Lightning Process builders, flows, Chatter, and quick Actions.
* Worked on Complete Case Management Model.
* Hands on experience in writing queries using SOQL and SOSL.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, data laoder.IO, Jitterbit data Loader, Import Wizard.
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Experience in working with Salesforce.com sandbox and production environments.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Copado, Ant Migration tool kit and Eclipse.
* Experience working with Sales cloud, Service cloud and Marketing Cloud.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Worked on Writing the Acceptance Criteria, doing UAT testing (Like BA testing) and updating Business Test Scripts.
* Experienced in Agile methodology, worked with the tools like Microsoft visual Studio, JIRA.
* Performing Smoke Testing, Functional Testing and Regression Testing
* Executing the test scenarios & test cases as per the sprint plan and capturing the test results.
* Involved in Preparation of Test Strategy Document
* Involved in reviewing test cases as per the Functional design document
* Involved in smoke and Regression testing.
* Involved in Integration testing of Nexus with SAP.

**EDUCATION:**

* BTECH in ECE in JNTU university - 2013.

**Company**:

* GVS Infotec - Feb 2017 to Till Date

**TECHNICAL SKILLS**

**Salesforce**: Salesforce CRM, Lightning Application, Profiles, Permission Sets, Role Hierarchy, Sharing Rules, Validation Rules, Relationships, Formulas, Process Builders, Flows, SOQL, SOSL, Workflow and Approvals, Einstein Analytics, Einstein Next best Action (NBA), Omni Channel, Live agent, Reports, dashboards, Dynamic Dashboards , Regression Testing, Functional Testing, Integration testing with different Third-party Apps.

**Projects Handled:**

**PROJECT#2**

**Client : Telstra**

**Title**  **: Telecommunication**

**Role** **: Salesforce.com QA**

**Team Size : 4**

**Description :** Telstra Corporation Limited is an Australian telecommunications company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other products and services. It is a member of the S&P/ASX 20 and Australia's largest telecommunications company by market share. Telstra is the largest wireless carrier in Australia, with 18.8 million subscribers as of 2020.[3]

**Role and Responsibilities:**

* Tested Sandbox environment customized the Salesforce application as per the client's requirement.
* Involved in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data.
* Involved in gathering customer requirements from business user teams spread over the Sales, Communities and Service cloud.
* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization.
* Involved in finding the gaps of the requirements and acting as the Scrum master for all the Sprints.
* Preparing Test Strategy and Test Plan for all the applications.
* Analyzed Business requirements and solution specification documents to design Test Plans, Test cases.
* Defined requirements in ALM and mapped with the respective test cases for traceability.
* Designed the Test Strategy, Test Plan, Test cases, created RTM, Test Results documents.
* Performed Test Plan/Test case review meetings during testing phase. Performed execution of test cases manually using ALM.
* Used Data loader for Data migration on force.com platform.
* Implemented the Business requirements on Salesforce.com platform.
* Worked on AGILE Model, followed all the AGILE Standards.
* Developed various Custom Objects, Tabs, validation rules on the Fields, Public Groups, Queues, Approval Process and Visual Force Pages.
* Created workflow rules and defined related tasks, email alerts, field updates to implement business logic.
* Coordination with onsite coordinator for requirements study and analysis.
* Involved in the review process of documents like issues, Bugs, Test cases.
* Worked on Data loader for mass update on data.
* Developed Reports and Dashboards.

**Environment:** Saleforce.com platform, Manual testing, Object Level Sharing, Record Level Sharing, Validation Rules, Record Types, Page Layouts, Apex Language, Visual Force Pages, HTML, CSS, Approvals, Reports, Dashboards, Email Templates, Workflows, Process Builders, Flows, Change Sets.

**PROJECT#1**

**Client : Coca-Cola**

**Title : Coca-Cola - ICM**

**Role : Salesforce.com Admin & QA**

**Team Size : 2**

**Description :** The Coca-Cola Company is an American multinational beverage corporation incorporated under Delaware's General Corporation Law[a] and headquartered in Atlanta, Georgia. The Coca-Cola Company has interests in the manufacturing, retailing, and marketing of non-alcoholic beverage concentrates and syrups, and alcoholic beverages. The company produces Coca-Cola, the sugary drink for which it is best known for, invented in 1886 by pharmacist John Stith Pemberton. At the time, the product was made with coca leaves, which added an amount of cocaine to the drink, and with kola nuts, which added caffeine.

**Responsibilities:**

* Created custom Objects, Tabs, Fields, Record types, Page layouts as per Business Requirements.
* Customized the Standard Salesforce functionality as per requirement.
* Developed and Deployed Workflows and Approval Processes,
* Created Profiles, Users, Roles and Public Groups.
* Assignment Rules, Custom Settings and Custom Labels.
* Created and Deployed Several Reports and Dashboards Using Salesforce Platform.
* Utilized Apex Data Loader in handling massive amounts of data.
* Involved in Data loading using Apex Data Loader and Jitter Bit data loader.
* Preparing Test Strategy and Test Plan for all the applications.
* Analyzed Business requirements and solution specification documents to design Test Plans, Test cases.
* Defined requirements in ALM and mapped with the respective test cases for traceability.
* Designed the Test Strategy, Test Plan, Test cases, created RTM, Test Results documents.
* Performed Test Plan/Test case review meetings during testing phase. Performed execution of test cases manually using ALM.
* Involved in creating custom components.
* Developed Reports and Dashboards.
* Deployed the enhancement work from Sandbox Environment to Production.

**Environment:** Saleforce.com platform, Manual testing, Object Level Sharing, Record Level Sharing, Validation Rules, Record Types, Page Layouts, Apex Language, Visual Force Pages, HTML, CSS, Approvals, Reports, Dashboards, Email Templates, Workflows, Process Builders, Flows, Change Sets.