# Channabasavanna Narayanapur

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## Summary

Detail-oriented QA professional with 3+ years of expertise in manual testing of Salesforce applications, specializing in functional, integration, regression, and usability testing. Adept at defect identification, tracking, and regulatory compliance within the healthcare domain. Skilled in developing test plans, strategies, and comprehensive test cases to ensure high-quality software releases. Proactive in requirement analysis, impact assessment, and defect resolution, ensuring optimal product performance. Strong collaboration skills in cross-functional teams to enhance QA efficiency.

## Skills & Expertise

- **Test Methodologies:** Manual, Functional, Integration, Regression, Sanity, Extended Testing
- **Testing Tools:** Rally
- **Data Querying Tools:** Salesforce Inspector
- **Software Development Process:** Agile (Scrum), Waterfall, Hybrid
- **Microsoft Office Suite:** Word, Excel, PowerPoint
- **Salesforce Expertise:** Sales Cloud, Service Cloud, Experience Cloud

## Professional Experience

*QA Lead, Tata Consultancy Services | Bangalore | Dec 2021 – Present*

- Led test planning, execution, and reporting for Salesforce-based healthcare applications.
- **Developed and executed** over **500+ test cases**, ensuring **99% defect-free** product releases.
- Spearheaded **UAT and SIT coordination**, achieving **100% on-time defect resolution** and seamless deployment.
- **Regression Testing:** Maintained an **optimized regression test suite**, reducing execution time by **30%**.
- **Defect Management:** Identified, prioritized, and tracked **critical defects** using **Rally**, improving defect resolution efficiency.
- **Cross-Platform Testing:** Ensured **consistent user experiences** across **desktop, mobile, and tablet** versions of Salesforce applications.
- Trained and mentored **junior QA engineers**, improving team productivity by **20%**.
- **Improved test coverage** by identifying gaps in existing test scenarios, leading to a **15% increase in defect detection rate**.
- **Enhanced reporting mechanisms** by integrating **dashboard visualizations** for better tracking and decision-making.

## Education

**B.E. in Civil Engineering**, 2020
Visvesvaraya Technological University (VTU), Belgaum

## Certifications

- **Salesforce Certified Administrator**
- **Salesforce Certified AI Associate**
- **Salesforce Certified AI Specialist**