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## Professional Summary

A competent professional with around 5 years of experience in Requirement Analysis, Salesforce (CRM) – Sales, Service, Compliance/GxP validation, Test Management, Functional/System testing, Regression testing, Integration/Interface testing, UAT support and Device testing. Ensuring good documentation practices as per the GXP process. Experience in Agile projects. Experience in providing demo to the clients on the new implementations. Involved along with the Product Owner in the prioritization and grooming of backlog items. Experience in managing global projects requiring communication and co-ordination with teams in multiple locations. Experience in mentoring new team members on testing process and soft skills. Experience in conducting daily status meetings and sharing daily and weekly status reports to the higher management and clients. Interacted with various stakeholders in the project like Business Users, Project Managers, Development team, Validation Management team, Support and Implementation team.

- Good exposure in SDLC, Software Testing and API Testing
- Hands on experience in QA processes like Test Planning, Test Case Design, Test case review, Test Case Execution, Preparing Daily status reports and Test completion report.
- Good experience in system testing, functional testing, UI testing, manual testing, regression testing, UAT and Integration testing.
- Experience in test management tool (JIRA, HP ALM).
- Proficient in Manual Testing (Web and Mobile Application) and API Testing.
- Working Knowledge on SOQL.
- Experience on Mulesoft API testing.
- Having Experience with testing tool Post Man, dBeaver, Mbox, ADF Viewer, Swagger, AWS S3 bucket, Workbench and Saucelabs
- Received Star Performer, Super Sheros and Xtra Mile Award in Capgemini for my contribution.

## Experience Details

Working as a Salesforce Tester in Capgemini India Pvt Ltd, Bangalore from April - 2018 to till date.

## Skills

<b>Application Expertise:</b>	Salesforce.com
<b>Project Management Tool/Testing Methodologies</b>	JIRA, Agile, Postman, HP ALM, qtest, GUI testing, Dbeaver, AWS S3 bucket, Mbox, Workbench, Anypoint Monitoring, Saucelabs, Regression and Integration Testing.
<b>Certifications</b>	<ul style="list-style-type: none"><li>• ISTQB Foundation Level Certificate in Software Testing</li><li>• qTest Specialist Level 1 From Tricentis</li><li>• Agile Software Development</li><li>• Agile with Atlassian</li><li>• Quality Analysis and Testing Level 1 and Level 2</li></ul>

## Project Details

**PROJECT:** SUMMIT  
**LOCATION:** BANGALORE  
**TITLE/ROLE:** QA Tester

**DURATION WITH MONTH/YEAR:** May 2023– till date

### Project Description:

SUMMIT is a public cloud-based web and mobile enabled, learning management system. It provides a means for learning, tracking of participant progress, report generation, and progress monitoring. Additionally, it provides a means to establish goals, create expectations and identify high performing talent

### Roles and Responsibility:

- Plan and coordinate all cycles of testing, including functional-level system tests business scenario-based testing, to ensure proper test coverage while mitigating redundancy where possible
- Preparing Test Scenarios, Test Cases for module, integration and system testing
- Executing the Test Cases & Defect Tracking
- Be responsible for the whole software testing lifecycle (analyzing the business requirements, support in preparing the test plans, creating the test cases, monitoring bugs, checking bug fixes)
- Work as part of an Agile team, helping to ensure that all User Stories have a well-documented User Acceptance Criteria, and that those tests are executed within the iteration cycle
- Thinking like a user approaching our software for the first time despite using our products every day
- Working closely with developers on detailed designs to derive test objectives
- Knowing where to focus your attention, what areas to probe and what questions to ask to ensure that everyone on the team is thinking clearly and thoroughly about quality
- Collaborating with other stakeholders including colleagues in Documentation, Development, QA, User
- Being an active contributor to the company's initiatives for process improvements, and drive assigned initiatives

**PROJECT: EDG/CDL Payday Migration**

**LOCATION: BANGALORE**

**TITLE/ROLE: QA Tester**

**DURATION WITH MONTH/YEAR: September 2022 – May 2023**

**Project Description:**

The intend of the project is to migrate the database from EDG (Enterprise Data Grid) to CDL (Common Data Layer)

**Roles and Responsibility:**

- Involved in Requirement Analysis, test scenario and test case design, test template, Functional and Regression testing, defect logging and UAT support and Production validation.
- Involved in creating User stories for the backlog.
- Planned and monitored the testing activities of the team.
- Involved in creating SIT report and RTM report.
- Co-ordinated with the Functional owners on requirements clarification and approval of test scripts
- Prepared daily status report and test completion report after release
- Introduced clarification, review and defect tracker as a part of process improvement initiative which improved the team efficiency by about 25%

**PROJECT: Lighthouse Integration**

**LOCATION: BANGALORE**

**TITLE/ROLE: API TESTER**

**DURATION WITH MONTH/YEAR: March 2021 – August 2022**

**Project Description:**

Lighthouse Integration involves total of 5 Projects (FIM, Capital Selling, Pace Velys, Community Cloud and Trailblazers). The intend of the project is to provide the Mulesoft support on integration platform to connect variety of data sources, applications and builds the connected experience.

**Roles and Responsibility:**

- Analyze and understand the User Requirement Specification and Test Requirement Analysis.
- Involved in writing the test cases to user stories after successful validation.
- Performed functional, Negative, Positive, Integration, regression testing.
- Involved in Traceability Matrix and Test Protocol creation.
- Participating in scrum meetings and retrospective meetings to analyze the Sprint Health
- Prepared daily status report and test completion report after release
- Provided demo to the Business owners after every major implementation
- Worked closely with project team to deliver high quality, bug-free features to end users.
- Logging Bugs in defect management tool and tracking the status of those on daily basis.
- Involved in different API's testing (System, Process and Experienced Layer)
- Experience in Postman, dbeaver, Workbench and Anypoint Monitoring Platform.

**PROJECT:** TruView FIM (Field Inventory Management)

**LOCATION:** BANGALORE

**TITLE/ROLE:** QA TESTER

**DURATION WITH MONTH/YEAR:** July 2018 – March 2021

**Project Description:**

TruView FIM is an application where Salesforce has been customized to track the inventory management. SalesRep is the point of contact for the facilities (Hospitals). SalesRep has access to both Mobile App and Web Application. Operation Users monitors the status of the inventory

**Roles and responsibility: -**

- Understood the requirements and scheduled, attended requirement walkthrough sessions.
- Involved in the planning and writing of test scenarios and test cases, test data.
- Analyzed new Change Requests and updated the existing test cases according to the requirements.
- Performed test execution without compromising quality.
- Performed Sanity and smoke test before build going to be test.
- Raised UI and functional defects.
- Coordinated with dev team to explain exact deviation from the actual requirements within application.
- Analyzing, reproducing and reporting the bugs online and keeping a track of them.
- Performed peer reviews for my team member's test scenarios and test cases.
- Involved in preparation of Requirement Traceability Matrix
- Involved in Salesforce admin operations.
- Involved in OTC testing.
- Good understanding and working knowledge in using various tools and Application for Web and Mobile Testing like Swagger, Saucelabs, AWS S3 bucket.

**Academic Details**

- Bachelor of Engineering (EEE), Sri Eshwar College of Engineering, Coimbatore Tamil Nadu.