# PROFESSIONAL SUMMARY

* ***7 +Years of total Salesforce experience.***
* ***4x Salesforce Certified Platform Developer 1, Administrator, Sales & Service Cloud.***
* ***Good experience in Salesforce Admin, handling Profiles, Roles and Hierarchy, Permission Set, Sharing rules, Public Groups.***
* ***Salesforce customization, Standard and custom Objects, Page layouts, Tabs, Validation Rules.***
* ***Reports and Dashboard Generations.***
* ***Experience in Quality Review & Analysis and functional testing of Salesforce and cross-platform (CPQ, B2B Commerce, DOTI, SAP)***
* ***Knowledge of Q-test, JIRA, Jenkins, Confluence, Service Now, DOTI, SAP, and Hybris.***
* ***Has good exposure to end user interaction for business requirement discussion.***
* ***Ability to work across teams to learn, evaluate and recommend usage of off-the-shelf functions.***
* ***Good understanding of the SDLC Phases and Agile Methodology with standard BA skills.***
* ***Hands-on experience on mass data uploading tools like Apex data loader, dataloader.io etc.***
* ***Good experience on data import/export, transformation, and cleansing.***
* ***Deployments using Change Sets.***
* ***Good understanding of end-to-end CRM business process which includes Sales and Service cloud.***
* ***Preparing Functional Documents. (Closure Documents, Release notes, Test scenarios, scope of Work, BRDs/User story)***

# WORK HISTORY

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| ***Client*** | ***Duration*** |
| ***Delta Faucet*** | ***May 2024-Till Date*** |
| ***XPO Logistics*** | ***July 2023- Jan 2024*** |
| ***Citrix*** | ***Apr 2020 – May 2023*** |
| ***XPO Logistics*** | ***Nov 2019 – Mar 2020*** |
| ***Citrix*** | ***Apr2019 - Sept 2019*** |
| ***Pilot Thomas Logistic*** | ***Jan 2019 – Apr 2019*** |
| ***Delta Faucet*** | ***Oct 2018 – Dec 2018*** |
| ***GyanSys Inc. Internal*** | ***Apr 2018 – Aug2018*** |
| ***Tate & Lyle*** | ***Aug 2017 – Mar2018*** |

***PROFESSIONAL EXPERIENCE***

**Client: Delta Faucet May 2024 – Till Date**

**Role: Lead QA Salesforce Consultant.**

**Responsibilities:**

* + - Worked on their various Enhancement requests for their Sales, CPQ, Service, B2B e-commerce cloud.
    - Write, review, and execute test cases based on functional and technical specifications
    - Perform functional testing to ensure that all Salesforce features are working as intended
    - Conduct integration testing for data flows between Salesforce and other systems (e.g., SAP, Jitterbit).
    - Collaborate with business stakeholders to facilitate UAT.
    - Execute regression tests to confirm that existing functionality remains intact after updates or changes.
    - Maintain comprehensive documentation of test cases, results, and defect reports.
    - Identify, document, and track defects using bug-tracking tools (JIRA).
    - Collaborate with development teams to ensure timely resolution of identified issues.
    - Work closely with developers, business analysts, and product owners to understand requirements and clarify testing objectives.
    - Participate in retrospectives and review testing processes to identify areas for improvement.

**Client: XPO Logistics Jul 2023 –Jan 2024**

**Role: BA/QA Salesforce Consultant**

**Responsibilities:**

* + - Worked on projects like Sales Assignment wizard, CSS Re-Vamp, various Enhancement requests for their Sales & Service cloud.
    - Participate in Requirements sessions with business to understand project requirements.
    - Converted the requirements given into user story/BRDs within defined scope of project.
    - Hands-on experience on user story creation within Salesforce by using the Stories Object.
    - Worked as a part of scrum team, in an Agile methodology with sprint cycle and daily stand up.
    - Preparing & Publishing of Release Note/Documents after every sprint to the business.
    - Creation of Test cases and Test data for their enhancements according to the functionality.
    - Coordinated with the developer to get the bug fixed.
    - Co-ordinated with the business to get the UAT sign offs.

**Client: Citrix Apr 2020 – May 2023**

**Role: QA Salesforce Consultant**

**Responsibilities:**

* + - Worked on multiple projects like On-prem Subscription, Auto-Renewal & Network Subscription, Omni-Integrated Project, RMA Project etc.
    - Prepared User training and functional closure document for the project
    - Reviewed RTM documentation to understand the business flow.
    - Reviewed requirements and came up with test scenarios to validate different functionalities.
    - Worked as a part of scrum team, in an agile methodology with sprint cycle and daily stand up.
    - Experience collaborating with various IT teams and businesses.
    - Worked across different platforms for Validating data cross systems like Salesforce CPQ, SAP Hybris, SAPECC, SAP FICA.
    - Creation of test cases and test data for SIT/UAT Phase
    - Validating the data from creation of Quotes in SFDC to Invoice processing in the SAP systems
    - Validating invoice PDFs across the system
    - Tested the support ticket on JIRA tool.
    - Used Q-Test as the Defect Tracking Tool
    - Taking ownership of the assigned items and delivering them within the designated deadline
    - Worked actively with the team to get the assigned items to completion during SITs/UATs
    - Worked actively with the developers to get the bugs and issues fixed.
    - Managed, analyzed and supported the execution of varying types of complex test cases: i.e., component, smoke, functional, regression and end-to-end, etc.
    - Report Generation in SFDC.
    - Created and managed test data for automation test suites, particularly within CI/CD tools like Jenkins.
    - Updated and maintained regression test suites, as well as identified test cases that need to be automated or added to the suite.
    - Tracked and reviewed test case failures from the daily automation runs.
    - Analyzed the results to determine whether the failure is due to an actual bug or an issue with the automation scripts and then collaborated with developers to resolve and fix any automation-related issues.

**Client: XPO Logistics Nov 2019 – Mar 2020**

**Role: Admin/QA Salesforce Consultant**

**Responsibilities:**

* + - Has been assigned to 2 different roles in this project i.e., Production Support and QA of their legacy org which is on service cloud.
    - Testing on their Case Management, Routing and Webchat functionality implemented.
    - Coordinated with the business users and the developers to gather the requirements.
    - Creation of Test Plans and Test Cases for their enhancements according to the functionality in Service Cloud for SIT/UAT Phase
    - Coordinate with the developers to get the bugs fixed.
    - Handled the support tickets that were raised by the user.
    - Regular monitoring of the support queue to resolve end user issues.
    - Setup of users in multiple environments.
    - Created and modified profiles and permission sets as requested.
    - Worked on the omni-channel routing configuration.
    - Performed operational jobs related to data management and data inconsistency.
    - Using Data Loader tool to mass upload records on their Standard and custom objects.

**Client: Citrix Apr 2019 – Aug 2019**

**Role: QA Salesforce Consultant**

**Responsibilities:**

* + - Manual Testing on Quote to Cash functionalities implemented.
    - Cross-platform Manual testing on the environment like Salesforce, DOTI, SAP and Hybris.
    - Creation of Test-Data for SIT/UAT Phase.
    - Used Q-Test as the Defect Tracking Tool.
    - Tested the support ticket on JIRA tool.

**Client: Pilot Thomas Logistics Mar 2019– Apr 2019**

**Role: Salesforce Consultant**

**Responsibilities:**

* Created new profiles with access to the application and handled the visibility of records using OWD and Roles.
* Created Permission sets for users that belong to different Profiles.
* Salesforce reports and dashboards for showing the data.
* Data Cleansing of the obsolete data in the org.
* Bug Fixation in the existing functionalities.
* Deployment using Change Set.
* Resolving Issues related to the end users.
* Using Data Loader Tool to mass upload records on Standard and Custom Objects.

**Client: Pilot Thomas Logistics Jan 2019 – Mar 2019**

**Role: Salesforce Consultant**

**Responsibilities:**

* Org Appreciation Analysis and Documentation.
* Implementation of Workflow, Process builder, Approval Process for Process Automation.
* Re-design of the complete sales process of the org.
* Creation of custom fields, page layouts, custom profiles.
* Creation of Salesforce Reports and Dashboard.
* Deployment using Change Sets.

**Client: Delta Faucet Oct 2018 – Dec 2018**

**Role: Salesforce Consultant**

**Responsibilities:**

* Development of Lightning components in Service Console.
* Created standard salesforce reports and dashboards for showing the data.
* Created new profiles with access to the application and handled the visibility of records using OWD and Roles.
* Migrated JS buttons to Lightning components using Quick Action.
* Unit Testing.

**Client: GyanSys Inc. Internal Apr 2018 – Aug 2018**

**Role: Associate Salesforce Consultant**

**Responsibilities:**

* Created new profiles with access to the application and handled the visibility of records using OWD and Roles.
* Created custom formula fields, validation rules required by the business.
* Created permission sets and sharing rules for certain users belongs to different profiles.
* Created standard salesforce reports and dashboards for showing the data based on the Objects within the Org.
* Mass uploading the records on Standard and Custom objects using the Data Loader Tool.
* Worked on Workflows, Process Builder, Approval Process, Duplicate Management
* Deployment through change set

**Client: Tate & Lyle Aug 2017 – Mar 2018**

**Role: Associate Salesforce Consultant**

**Responsibilities:**

* Implementation of Web to Lead to capture leads in Salesforce submitted from the Tate & Lyle website.
* Implementation of SSO using Sail Point
* Syncing Salesforce with Outlook to connect Tasks and Contacts within Salesforce.
* Bug Fixation in the existing functionalities.
* Creating Knowledge Base Articles and uploading them for end users.
* Deployment
* Resolving issues for end users related to SSO.
* Created new profiles with access to the application and handled the visibility of records using OWD and Roles.
* Created custom formula fields, validation rules required by the business.
* Created permission sets and sharing rules for certain users belongs to different profiles.
* Created standard salesforce reports and dashboards for showing the data based on the Objects within the Org.
* Mass uploading the records of Opportunities and Lead using the Data Loader Tool.
* Project Support using Service Now as the ticketing tool.

# EDUCATIONAL BACKGROUND

* + - Bachelor in Technology (Computer Science & Information Technology)