**Jagadeesh Teja Malla**

**Salesforce Tester**

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**Summary:**

* Software Engineer, with 6 years of experience as Software Engineer
* 4 Years of work experience as a Manual Salesforce Test Engineer
* 2 Years of experience in Salesforce Selenium Automation Test Engineer
* Extensive experience in Sales Cloud and Service Cloud
* Extensive knowledge in Salesforce Security model
* Good Knowledge on OWD, Role Hierarchy, Sharing Rules & Manual Sharing
* Proficiency in SFDC administrative tasks like Roles, Profiles, Permission Sets, User creation, Record Types and Page Layouts
* Extensive experience in relationships Lookup relationships and Master-detail relationships
* Extensive experience in Standard Objects, Custom Objects, Custom Formula Fields, Role Up Summary fields, Validation Rules, Emails, Queues, Assignment Rules according to application requirements
* Extensive experience in Workflows
* Good Knowledge on Reports & Dashboards
* Extensive experience in writing Testcases and Test Scripts by covering all the positive & negative Scenarios from the requirement.
* Extensive experience in Defect Tracking
* Basic Knowledge on Data Management tools like Dataloader.io, Dataloader and Data import Wizard.
* Good Knowledge on API Testing.
* Basic knowledge on understanding SOQL queries to run in Developer Console
* Experienced in working different Sandboxes (Dev, QA, UAT, Production)
* Extensive experience in Functional Testing, Integration Testing & Regression Testing
* Good Knowledge in Defect reporting, Defect Tracking and Defect retesting
* Worked on Agile methodology, Daily Scrum calls, Sprint Planning calls, Retrospective calls
* Good communication skills
* Good Knowledge on the X path creation
* Good Knowledge on Automation Testing as well using Selenium WebDriver with Page Object model with Data Driven Testing.
* Good Knowledge on TestNG
* Good Knowledge on Jira and Azure Project management Tool.

**Skills:**

* Salesforce Testing with Lightning Experience
* Good knowledge on developing and using Lightning Components
* Salesforce Customizations: Profiles, Users, Permission sets, Custom objects, Page Layouts and Data Loader etc
* Good knowledge in SOQL and Salesforce objects
* Jira, Azure, HP-ALM for test execution, defect creation and tracking
* Good Knowledge on Regression, Integration Testing and API Testing
* Good Knowledge on Core Java
* Good Knowledge on Selenium Topics (Page Object Model with Data Driven Testing and BDD)

**Professional Certification:**

* Salesforce Certified Administrator (Completed this Certification in 2024)
* Salesforce Certified AI Associate (Completed this Certification in 2024)
* Salesforce Certified Data Cloud Consultant (Completed this Certification in 2024)
* Copado Fundamentals

**Education:**

* Bachelor of Technology, Vignan Institute of Information Technology, VSKP 2017

**Work Experience:**

* Currently working at Cognizant Technologies Solutions, Hyderabad **(From 2021 to 2024)**

**Salesforce Tester**

* Design test processes and procedures used to ensure that software operates within defined requirements.
* Create detailed, comprehensive and well-structured test plans and test cases.
* Experience in writing clear, concise and comprehensive test plans and test cases.
* Knowledge of testing integrations, end-to-end system processes
* Proficiency in administrative tasks like creating Roles, Profiles, Users, Email, Services, Page Layouts and Salesforce Inspector.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users and Page Layouts
* Extensive Experience on Configuring the User Interface, Page Layouts and Creation of Tabs, Custom fields, Custom objects etc
* Extensive experience in designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows and Email alerts according to application requirements
* Configured and maintained user security permissions in compliance with organizational needs
* Extensive experience in Workflow Alerts, Actions and Approval Processes
* Experienced in working with Salesforce.com Sandbox and Production Environments
* Worked on Agile methodology
* Excellent analytical and problem-solving abilities
* Demonstrated ability to think outside the box
* Good Knowledge on Sales and Service Cloud

**Project 1:**

**Team Size:** 4

**Domain:** Finance

**Role:** Salesforce Tester

**Technologies:** Salesforce, Jira, Azure

**Description:**

* In this project, Our Client regulates all the financial Organizations which are created in UK, If any of the organization in the UK want to Start a Financial Business then they have to submit the New authorization applications and if they want to make any changes on the existing organizations then they need to submit additional applications to make the changes on the existing organizations. Once the application is submitted the Case will be created on that application on the Salesforce and the Case processing will Start then the batch will run automatically and the case will be closed if the case is closed without any fail then the New Organization will be created. Similarly we have so many applications to change any of the Information on the organizations after the Case Closer of that application.

**Responsibilities:**

* Worked on Submitting the New Authorisation, Approved Person, Variation of Permissions applications on the Connect External Portal.
* Worked on Case Processing for the submitted application and Closing the Cases on the Salesforce.
* Writing Test Cases according to business requirements
* Worked on Test execution, Defect logging, and retest and closing the defects.
* Worked on the Integration Testing, Regression Testing.
* Worked on Email Testing.
* Worked on the Batch job running.

**Project 2:**

**Team Size:** 5

**Domain:** Healthcare (Diagnostics)

**Role:** Salesforce Tester

**Technologies:** Salesforce, HP ALM

**Description:**

* In this project, we provide a remote solution to the users of our client instruments, where users can raise an issue about any device remotely and it can be fixed immediately. Our client had a health care company providing diagnostic services, whenever a customer requests our client services, Field Service Engineers (FSE) install the instruments at the customer site. By using Salesforce, we track all the activities of the FSE’s and also create cases whenever a customer complains about the instruments and their maintenance. We will create service activities along with the cases whenever it requires FSE support and assign those service activities to FSE’s where a Field service engineer can connect to the device and repair it

**Responsibilities:**

* Worked on creating Instruments and testing the behaviour of instruments in various statuses
* Worked on Service Cloud Console which deals with Instruments and Cases
* Using Permission sets in lightning, to control the visibility and access to the Lightning Components
* Writing Test Cases according to business requirements
* Worked on Test execution, Defect logging, and retest and closing the defects