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Summary

I am a certified salesforce developer and administrator with 8+ years of experience in IT industry. I enjoy understanding business processes and implementing technology effectively to solve problems. I am a team player & I feel motivated by working in a collaborative environment.

Education

- **Bachelors in Computer Science (University of Punjab)**

Certifications

- **Salesforce Certified Administrator (ADM201)**
- **Salesforce Certified Platform Developer I (DEV401)**

Tools & Technologies

- **Salesforce development:** Apex, Visualforce, Lightning Components, SOSL, SOQL
- **CRM:** Salesforce.com
- **Programming languages:** C, C++, JAVA, Groovy
- **Web Technologies:** HTML, CSS, JavaScript, XML, Eclipse
- **Databases:** MySQL, Oracle, MS Access
- **CI, Build, Source Control tools:** Visual Studio Code, SVN, GitHub, VSS, Workbench, Data Migration Tool
- **Bug tracking:** Jira, Test Director, TestTrack Pro, Bugzilla

Work Experience

Episource LLC	Salesforce Admin/Developer	Jan 2018 to Date
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Episource provides healthcare analytics and business technology solutions to Health Insurance companies in the US. I am working as a salesforce administrator and developer to manage their Salesforce enterprise edition org. In my role, I have

- Defined Workflow rules, Processes to automate business scenarios and save time
- Created customized Visualforce pages to meet business needs using **standard** and **custom controllers** and data tables
- Created tools to update records in bulk using **batch Apex** and **Custom list Settings**
- Enhanced test coverage by writing test classes for uncovered and enhanced code
- Customized various standard objects, page layouts and defined custom objects, fields, related lists, roll up summary fields, formula fields, record types, list views to meet requirements

- Managed and configured various installed packages such as field service lightning, Pardot, Conga Composer, Actiongrid and ZenKraft Shipmate for USPS
- Written scripts to clean up data to improve accuracy in reports.

Sneha Karma Foundation	Salesforce Admin/Developer (Volunteer)	July 2017 to Jan 2018
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Sneha Karma Foundation is a nonprofit working to educate girls in rural parts of India and eliminate poverty. I worked as Salesforce Administrator and Developer to manage their Enterprise Nonprofit Success Pack (NPSP). I have

- Customized Salesforce.com to match the functional needs of the organization
- Customized various standard objects, page layouts and defined custom objects, fields, related lists, roll up summary fields to meet requirements
- Automated business processes (email alerts and tasks) through workflow rules and process builder
- Customized **Salesforce1** Mobile app through Compact layouts and object-specific quick actions
- Created **Apex triggers** to automatically update Household accounts whenever donated amount exceeds expectation
- Created **Visualforce** pages using **Standard & Custom controllers** in developer sandbox
- Performed thorough testing in partial copy sandbox before creating outbound change sets.
- Performed Data cleaning before importing records through **Data Import Wizards**
- Created a Feedback form using **Lightning Components** to gather volunteer feedback
- Implemented role hierarchies, sharing rules and security settings
- Created Reports (tabular, summary, matrix) and dashboards to analyze monthly and quarterly progress
- Provided support and training to assist end users in creating reports, dashboards and utilizing salesforce features to increase productivity

Evolv Inc. (Ozobot)	QA Analyst	Oct 2018 to Dec 2018
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Evolv Inc. makes toy robots to teach kids programming. I worked as a QA Analyst to test their mobile App and web programming tool.

- Automated scenarios to test their website.
- Automated test cases using selenium framework in **Java** to test the web programming tool
- Tested programming the bot with their mobile App

EdocSynergy	Lead BA & QA	Apr 2009 to Sep 2014
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EdocSynergy was a startup and I worked as a QA Lead and Business Analyst on the development of an EMR System.

- Gathered requirements from onsite and communicated to development team.
- Analyzed customer requirements and resolved issues, discrepancies prior to development kick-off enormously saving team effort in later phases of development.
- Created and maintained all project related documentation such as Requirement & Functional Specification Documents, Field Mappings, Test Cases and Testing Status Reports for effective communication between team members.
- Automated test cases using selenium framework in **Java** to test the web application and portals which significantly reduced unit and load testing time.

- Created test scripts using Sikuli framework in Java to find web elements and reduce coding time.
- Created test scripts in Groovy for SoapUI to test SOAP and REST APIs

Systems Limited	Senior QA Analyst	Jul 2007 to Feb 2009
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I worked as a Senior QA Analyst to test the web-based ERP & Supply Chain BI System. The project was a technology upgrade from VB to .Net for the ERP desktop application.

- Supervised testing team activities from time to time and provided time estimations for QA team activities such as test planning, test data generation and test execution.
- Reviewed Functional Requirements for Test Planning, reported and got issues resolved using web-based Issue Management System (JIRA).
- Identified and documented test scenarios in Mercury Test Director based on functional document and domain knowledge.
- Created test scripts in **Java** using selenium framework to test Sales and purchase orders
- Performed localized regression and integration testing and identified major ripples in application.
- Tested Enterprise Data Warehouse and BI Reports using Oracle with TOAD and MS SQL Server. □ Effectively trained and mentored new resources in business domain and QA practices.

Strategic Systems International	QA Analyst	Mar 2006 to Jul 2007
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I worked as a QA analyst to test a desktop-based application at SSI which was a startup. The application was used to speed up decision making in dynamic financial markets.

- Generated detailed Test cases using TestTrack Pro despite the lack of extensive project documentation available to define user specifications that helped catching intensive application issues.
- Effectively interacted with client to share analysis, design and testing status reports.

References

Available on request