Roopa Thimmanacherla

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Summary

- Over three plus years of experience in IT as a salesforce admin and as a QA Analyst in manual testing.
- Design, manage and execute on salesforce configuration projects of varying complexity to ensure the smooth operation of customer support and sales functions.
- Build and maintain reports and dashboards in accordance with workforce requirements.
- Efficient in using automation tools such as Process Builder, Workflow rules, Validation rules, and comfortable with maintaining multiple Salesforce AppExchange managed packages installed in our Salesforce instance.
- Developed and customizing salesforce.com application based on the user needs.
- Performed bulk data imports and exports.
- Performed extensive Manual Testing using Quality center
- Testing skills include Black Box Testing, White Box Testing, Regression, Functional, System and User Acceptance Testing.
- Worked individually as well as a team player.
- Ability to work with multiple projects simultaneously.

Work Experience:

Consultant - Salesforce Admin., *Cap Gemini, Bengaluru, INDIA*   *Nov 2014 - Oct 2015*

- Worked on various standard objects like Accounts, contacts, Cases, Lead, opportunities, Reports and Dashboards.
- Implemented Record-level and Field-level security and configured their sharing rules.
- Customized salesforce.com Fields, page layouts, Record Types and validation rules.
- Set permissions for users using Object-Level and Field-Level security best practices.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.

Sr. Software Engineer, *Cap Gemini, Bengaluru, INDIA*   *Nov 2013 - Oct 2014*

- Maintained salesforce platform by monitoring the tickets, user issues and employee workflows.
- Manage mass imports and exports of data using data loader.
- Created new custom objects, assigned fields, custom tabs, components, custom reports.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

- Involved in Accounts Merging, maintaining Public Groups.
- Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
- Maintained and customized salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
- Managed multiple sandbox environments.
- Created change sets in QA and deployed the change sets to production.

Software Engineer, *Cap Gemini, Bengaluru, INDIA*   *Oct 2012 - Oct 2013*
- Performed manual testing on client software projects.
- Maintained and updated test cases and test environment through software life cycle.
- Kept track of new requirements in project and updated the test cases accordingly.
- Managed entire quality assurance process in Quality Center including maintaining test cases, test execution, and defect tracking.
- Involved in preparing the Test cases based on business requirements.
- Executed the SOQL and SOSL queries to verify the database for the relevant test cases.
- Collaborating with Developers, Technical Project Managers and Product Managers to understand fast changing project requirements.

Education:

Bachelor of Technology – Electronics & Communications Engineering
JNTU, Anantapur INDIA   *Sep 2007 - May 2011*

Work Authorization: *US Permanent Resident*