

Sonia K J

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Objective:-

To achieve high carrier growth through a continuous learning process and keep myself dynamic, visionary and competitive with the challenging & changing scenarios of the world.

Profile Summary:

- Overall 1.10 years of experience in IT industry worked in Web based Application, Salesforce QA & salesforce Admin.
- Skilled professional in salesforce Classic and lightning testing.
- Excellent understanding of Software Testing Life Cycle (STLC), Software Development Life Cycle (SDLC) and Defect Life Cycle.
- Good experience in Designing, Preparing and Execution of Test Cases, Test scenarios, and in logging the defects.
- Well versed with Various Testing Levels, Testing Types, and Testing Techniques.
- Strong Knowledge of **JIRA, HP ALM**, and Worked on Agile methodology.
- Strong Knowledge of CRM, Service Cloud.
- Service Productivity Features like Case Management, Case Assignment, Auto Response, Email to Case, Web to Case, Social to Case and Article Management.
- Coordinated with onsite/offshore teams, conducted necessary KT's and provided full support whenever it was required.

Technical Skill:

- **Tools/Technology** — Salesforce CRM, Salesforce Service Cloud .
- **Project Management Tools** — JIRA , HP ALM, Sharepoint, Salesforce Toolkit, Confluence, Excel, Word, Powerpoint.
- **Testing** —Manual, Functional, Regression, Sanity, Smoke, E2E, Cross Browser, System, Web Application, User Acceptance Testing, Salesforce Service Cloud Testing, API testing using Postman.
- Knowledge of Selenium web driver, C.

Academic Qualification:

- Electrical and Electronics Engineering with 70.75% from Visveshwaraya Technological University, RYMEC, Bellary, Karnataka.
- PUC with 82.33% from BPSC PU College, Bellary, Karnataka.
- SSLC with 82.24% from R.T.G High school, Bellary, Karnataka

Certification:

- Copado Salesforce DevOps certification.

Project1 Details (Accenture):

Titles	Details
Project Name	LASH FUSION RUN
Client	AMERISOURCEBERGEN
Period	Feb 2019 to Mar 2020
Methods	Manual Testing
Role & Team Size	Functional Tester for Web Application(Portal), Salesforce Tester & 4 Members.

Project Description:

This Project mainly provide patient support services, they have been helping patients easily access life-saving therapies and offer an unmatched set of comprehensive patient support services which support millions of patients across many disease states. We provide various solutions like - help connect patients to the right insurance plans for them benefiting manufacturers and providers and patients.

Roles/Responsibilities:

- Involved in doing System testing, Regression Testing, E2E Testing, Smoke Testing, sanity checks in various environments.
- Raise queries after the requirement analysis and get it clarified with Business Analysts.
- Prepared Test Scenarios and get Sign off from Client.
- Executed Test cases in ALM and maintain the execution summary.
- Raise Defects in Toolkit and update the chatter feed. Retesting the cases where defect has been raised and prepared defect summary report.
- Coordinate with the onsite coordinator on status & clarifications and followed Functional Design Document during testing.
- Worked in Agile Methodology, and drafted scenarios and test cases for the User Stories.
- Worked on the estimates for User stories with the team and have knowledge on different phases of a user stories in a Sprint.
- Attended Daily Scrum and Defect tracking calls to have discussions with Onshore Clients, Developers and BAs.

Project2 Details(Accenture):

Titles	Details
Project Name	ALDI AHEAD
Client	ALDI
Period	Mar 2020 to till date
Methods	Manual Testing

Role & Team Size	Salesforce Tester & 4 Members.
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Project Description:

This project mainly focused to provide smooth customer service to customers by using standard & custom Service CRM features. This project includes implementation of customer Service modules, Case Assignment Rule, Omni channel console, Approval master, Knowledge Articles, etc.

Roles / Responsibilities:

- Test cases writing for individual module & Review the test Cases as per requirements.
- Preparing Test scenarios and worked in Agile Methodology.
- Test Data creation/identification and test data set up.
- Execute Test Cases in Lightning, Log the defects, defect Identification and its reporting.
- Executed Test cases in JIRA and updating in ALM.
- Involved in Functional testing, Regression testing, Smoke testing, UAT testing and sanity testing.
- Worked on the estimates for User stories with the team and have knowledge on different phases of a user stories in a Sprint.
- Attending defect focus and Stand up calls with Client /Business Consulting team.
- Supporting the witness testing Calls.

Extra-Curricular/Achievements:

- Achieved “**ACE (Accenture Celebrates Excellence)**” **Client and Customer Award** for outstanding contribution to clients business outcomes from Accenture.
- Awarded for successful completion of Accenture **Greenfield Training Program** conducted at Advanced Technology centers of India.
- Awarded with **Star of the Week** for appreciable performance.
- Received an Appreciation from clients for bug free products and continuous High Performance delivered.
- Paper presented in International Conference on Innovative Ideas in Engineering and Technology by IFERP.
- Participated in Quit India Quiz had been organized by MyGov.
- Gave multiple dance performance at both College level and in Accenture.
- Regular volunteer in the Annual college fest at RYMEC, Bellary.

I hereby declare that the above mentioned information is correct up to my best knowledge and I bear responsibility for correctness of the above mentioned particulars.

Place: Bangalore

(Sonia)

