A. Gjefle – Quality Assurance Lead

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Executive Summary

A. Gjefle excels in collaborative challenging environments where opportunities to troubleshoot and solution obstacles is present. Staffed as a Lead Quality Assurance Analyst, Business Analyst, and fill in Scrum Master, they have displayed skills in effective communication, relationship building, navigating ambiguity, and leadership, enabling them to maximize team productivity. Always paying meticulous attention to details and striving for consistent quality, they are an asset to any team. Working as a Salesforce consultant with Cognizant since February 2019.

Functional Expertise
- Quality Assurance Testing
- Test Strategy
- User Story Lifecycle Tracking
- Data Analysis
- Business Analysis
- Requirements and Document Gathering
- Scrum Master
- Stakeholder Relations

Technical Expertise
- SFDC Sales Cloud
- SFDC Service Cloud
- SFDC Marketing Cloud
- Jira
- ServiceNow
- Vera & qTest
- SharePoint
- Microsoft Excel
- Microsoft Office

Methodologies
- Agile
- Waterfall
- Atlas

Certifications
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant

Industry Sectors
- Education
- Utilities
- Technology
- Safety and Industrial

Languages Spoken
- English

Mobility
- 25% availability for domestic and International travel.

Experience

Salesforce Service and Sales Cloud Enhancement – Manufacturing | Role – Quality Assurance Lead
- Create and execute test scripts for functional, performance and regression testing
- Identify, escalate, log and track defects
- Create process documentation and deliverable timeline for all QA activities
- Train QA team in new test management tool
- Track and report on sprint-to-sprint testing activities
- Collaborate with Developers to identify gaps in development and resolve defects

Outcomes
- Consistently completed sprint-to-sprint workload with minimal roll-over
- Successfully trained and transitioned new QA team
- Minimized and prevented defects in production
- Increased documentation and organization for testing efforts

Salesforce Service and Sales Cloud Implementation – Utilities | Roles – Quality Assurance Lead & Scrum Master
- Produce test scripts and define testing strategies
- Create test plans/test suites/release folders/sprint folders across 6 business tracks
- Organize and facilitate UAT working sessions
- Facilitate knowledge transfers and demonstrations for test management software
- Oversee defect resolution and delegate assignments for cross team collaboration
- Collaborate on sprint deliverable reporting for 3 different business tracks

Outcomes
- Efficient testing procedures and strategies and increased confidence in data integrity after data migrations
- Defect turnaround and prevention
- Increased documentation and organization for testing efforts
- Resource training and mentorship

Salesforce Service, Sales and Knowledge Cloud Implementation – Education | Role – Business Analyst
- Establish and enhance ongoing client relations
- Organize and facilitate requirement definition sessions with product owners and stakeholders
- Create user stories and monitor lifecycle progress through sprint duration
- Create defect tickets and track lifecycle to resolution.
- Collaborate on UAT efforts and validation on testing results

Outcomes
- Transparent communications between client expectations and Salesforce delivery
- Consistency in meeting sprint-to-sprint deadlines
- Thorough documentation and organization for user story lifecycle tracking
- Increased defect resolution and prevention