



CHAITHRA R

QA Engineer

Email: chaithrar741@gmail.com

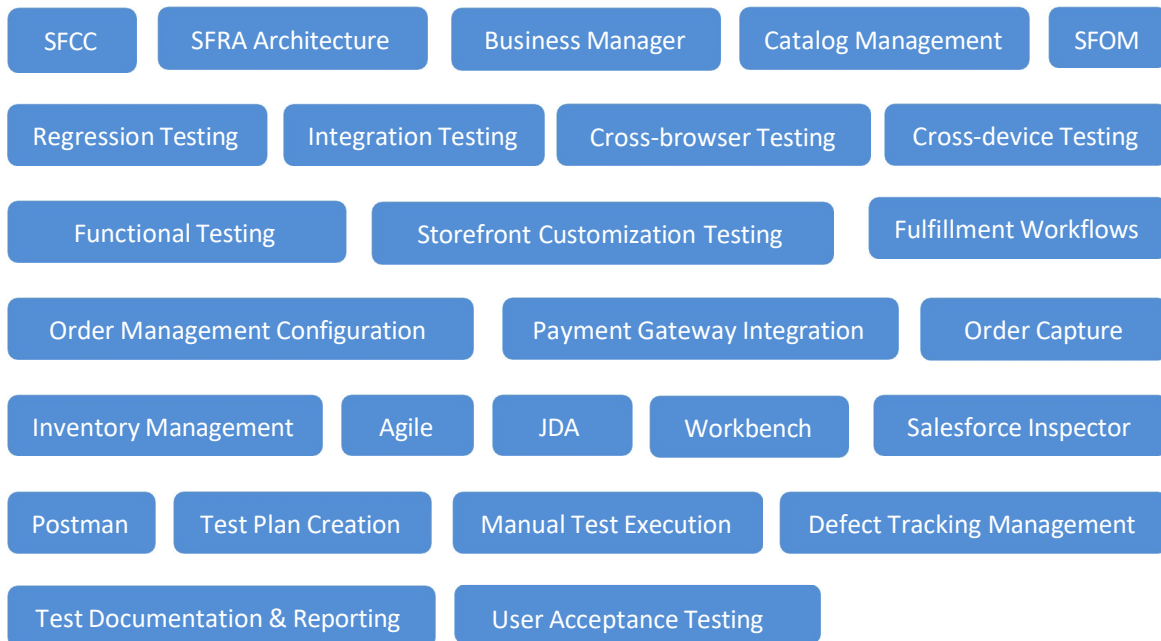
Mobile: 7975858819

LinkedIn: <https://www.linkedin.com/in/chaithra-r-7a9a57192>

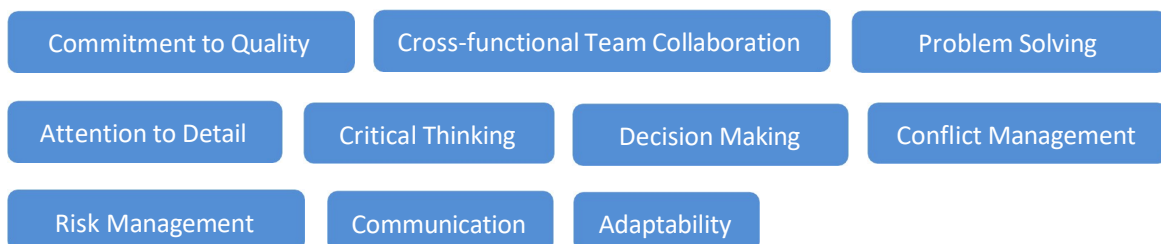
Profile Summary:

Quality Analyst with over 2 years of experience specializing in manual testing for Salesforce Commerce Cloud (SFCC) and Salesforce Order Management (SFOM). Proficient in designing and executing detailed test plans to guarantee strong functionality and user experience. Adept at identifying defects and working closely with development teams. Dedicated to delivering top-quality solutions that enhance business success in a collaborative setting.

Competencies:



Professional Demeanor:



Professional Experience:

Perfaware India Pvt. Ltd: March 2022- Present

Designation: QA Engineer

Project: Salesforce B2C

Role: Quality Analyst

Domain: Salesforce Commerce Cloud (SFCC) & Salesforce Order Management (SFOM)

Client Description: This client is a US based company headquartered in Watsonville, California. It operates primarily in the marine retail sector, offering a wide range of boating, fishing, and marine products through its retail stores and ecommerce platform. The company has about 247 retail stores in North America. And through the largest stores they feature more than 100,000 products.

Roles and Responsibilities:

As a Quality Analyst:

- Created comprehensive manual test cases based on functional specifications and collaborated with stakeholders, including developers and business analysts, to understand client requirements, acceptance criteria, and user stories related to the features.
- Ensured that test cases addressed positive, negative, edge cases, and alternative flows to achieve thorough test coverage. Documented test data requirements and created the necessary test data sets for executing the test cases.
- Logged defects accurately and promptly using a defect tracking tool (e.g., JIRA), providing clear reproduction steps, screenshots, and relevant logs. Prioritized defects based on their severity and impact on business operations or user experience.

Salesforce Commerce Cloud (SFCC)

- Executed manual test cases to validate SFCC functionalities such as product catalog management, search capabilities, cart and checkout processes, promotions, and third-party system integrations, while also verifying data integrity and consistency across SFCC and integrated platforms.
- Performed regression testing to confirm that new enhancements or bug fixes do not negatively affect existing SFCC functionalities, and maintained regression test suites to reflect changes and updates in the SFCC environment..

Salesforce Order Management (SFOM)

- Conducted manual testing to validate SFOM functionalities within the Salesforce environment, ensuring accurate order workflows and integration with ERP systems, payment gateways, and shipping providers.
- Verified the entire order life cycle, including order creation, fulfillment, and tracking, ensuring integration with other Salesforce products and external systems to guarantee smooth order processing and improve the customer experience.

Academic Profile:

B.E (Information Science) from Sri Venkateshwara College of Engineering in 2021

Certification:

AI Associate from Salesforce.

Credential ID: 5171661