SAI GAGAN KISHORE EITIKELA

(716)-319-4293 | Austin, Texas | saigagankishoreny@gmail.com | Linkedin | Salesforce QA

SUMMARY:

Results-driven QA professional with 8 years of experience in functional testing, automation, and Salesforce administration. Proven expertise in Salesforce testing (Sales Cloud, Service Cloud, Marketing Cloud), automation with Selenium, and Agile methodologies. Led cross-functional teams to deliver high-quality, scalable Salesforce solutions with a focus on defect reduction and test coverage optimization.

SKILLS:

Salesforce Expertise: Salesforce Administration, Sales Cloud, Service Cloud, Marketing Cloud, Experience Cloud.

QA & Testing Expertise: Functional Testing, Regression Testing, Integration Testing, UAT, Test Planning, Test Execution, Test Case Design, Root Cause Analysis.

Automation & Tools: Selenium WebDriver, BDD, Cucumber, Jenkins, Git, Provar, TestNG, Maven, Azure DevOps, CI/CD Pipelines, Jira, Confluence, SOQL(Salesforce Object Query Language), REST API Testing (Postman), SQL

Programming Languages: Java, JavaScript

Certifications: Salesforce Certified Admin, Certified Scrum Product Owner, Lean Six Sigma-Green Belt.

EXPERIENCE:

Senior Consultant, MassMutual   Nov 2021 – Jun 2023

- Led QA team, managing all functional and automation testing for pre-sale and post-sale applications, resulting in a 30% reduction in production defects and ensuring seamless Salesforce operations.
- Validated Salesforce Lightning Web Components, sharing rules, standard and custom objects, roles, profiles, permission sets, and public groups to ensure system integrity and compliance with security standards.
- Automated 400+ test cases using Selenium WebDriver with Java, increasing test coverage to 80% and reducing manual testing efforts by 90%.
- Communicated testing progress, issues, risks to stakeholders, preparing and presenting detailed test reports, metrics, and recommendations, ensuring informed decision-making.
- Developed test plans, test cases and executed regression tests, leading to improved software quality and quicker releases.

Associate Consultant, Infosys Limited   Sep 2019 – Nov 2021

Client - Volvo cars

- Spearheaded testing efforts across three business verticals, ensuring a seamless and defect-free CRM experience for sales reps, resulting in a 20% increase in user adoption.
- Performed experience cloud validation for retail sales, contributing to critical modules of Lead Management, Test Drive, and Care by Volvo, revising retailer sales efficiency by 90%.
- Performed end-to-end testing, from Marketing Cloud journey IDs to Sales and Service Cloud integrations, resulting in a successful go-live across 15 European and APAC markets.
- Automated regression test cases using Selenium, maintained test scripts within the CI/CD pipeline, to ensure continuous testing and reduce production defects by 15%.
- Executed SOQL queries using Developer Console and Workbench to update and insert records. Conducted REST API testing using Postman and JSON to validate 3rd-party website integrations with Salesforce.
- Validated Service Cloud chatbot case routing using Assignment Rules and SLAs, improving response times by 20% through accurate case assignment.

Client – Allstate Agency Solutions

- Executed functional and regression testing on Sales and Service Cloud, improving Sales Manager visibility into agent performance, cutting time spent identifying agents needing assistance by 80%.
- Tested integration between Avaya software and Salesforce, improving agent call-handling capabilities and streamlining communications.
- Verified KPI data accuracy on dashboards and reports displayed on the Salesforce homepage, ensuring reliable performance insights for field sales managers.

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Test Engineering Analyst, Accenture   **Aug 2015 – Sep 2019**
Client – Cigna Health Care

- Demonstrated initiative by developing comprehensive test plans, creating detailed test cases, and providing accurate resource estimates, leading to a 40% improvement in test execution efficiency.
- Led validation of migration from Salesforce Classic to Salesforce Lightning, enabling client to leverage enhanced features and benefits of Salesforce Lightning version.
- Validated approval processes and workflow assignments based on role hierarchy for health insurance products, streamlining approval processes and increasing operational efficiency.
- Ensured compliance with HIPAA regulations by testing and validating data protection measures to secure sensitive health information.
- Acted as a Delegated Admin to manage test users following sandbox refresh in UAT and test environments, maintaining consistent test environments and reducing downtime for testing.
- Conducted exploratory and sanity testing to identify defects and validate critical functionalities, ensuring a smooth user experience and stable releases.
- Utilized Data Loader for testing data import/export, improving data integrity and supporting seamless system migrations.
- Ran scheduled batch jobs to validate large datasets, improving system performance and data accuracy.
- Acquired in-depth knowledge of the health insurance domain, including plans and health coverages, improving the ability to test domain-specific features with greater accuracy.

EDUCATION:

University at Buffalo, The State University of New York   **Jun 2024**
Master of Science, Management Information Systems (MIS)

Chaitanya Bharathi Institute of Technology, Osmania University   **Jun 2015**
Bachelor of engineering

AWARDS AND ACTIVITIES

Earned Accenture's Above and Beyond Award for commitment to deliverables   **Apr 2017**