**Anu Malik**

**Tech Stack**

Quality Assurance (QA), Salesforce CRM, Salesforce sales cloud, Salesforce Service cloud, Automation, TestNG, Rest Assured, BDD, Cucumber, Selenium, UI Automation, API Testing, Postman, SoapUI, core java, Manual Testing, Exploratory Testing, Functional Testing, Test Case Prep, Test Planning, Test Management - ALM, HPQC, Agile Way of Working, Defect Management, JIRA.

**Certifications:**

* FOUNDATION LEVEL ISTQB CERTIFICATION.
* SALESFORCE CERTIFIED ADMINISTRATOR.
* SALESFORCE CERTIFIED SALES CLOUD CONSULTANT.

**Education:**

* Bachelors of Technology in Software Engineering from ABS, Ghaziabad in 2008.
* Master of Technology in Information Technology from Texas University in 2012.

**Professional Summary:**

* I have been working in QA for more than 13+ years, using agile approaches to handle Manual Testing, Test Automation, Testing in Continuous Integration and Test Management for various projects.
* I had the privilege of managing testing POCs for clients as a Test Manager of a project, starting from requirement gathering and developing the Test Cases.
* I have knowledge on Selenium Web driver with core Java.
* I have experience in testing web and android types.
* Extensive knowledge on Postman for building tests in CI/CD way.
* Experienced Quality Assurance Consultant having experience in Designing, Developing & Testing of SFDC (SalesForce.com), CRM application.
* Extensively tested Marketing, Sales and service applications in Salesforce.com
* Extensively tested Salesforce Reports and Dashboards.
* Responsible for all the activities related to system configuring Data loader, uploading data into files Salesforce.com, checking for the correctness of the data and worked with Exact Target automation.
* Tested the SOAP Requests / Responses Messages in SOAP UI.
* Experience in test management tools like ALM and integrating the ALM with JIRA.
* I have experience in Test Case preparation, Manual Testing, and managing defects with the team.
* Sound knowledge and experience on User Acceptance Test (UAT) to the customers.
* I have excellent knowledge of the SDLC (Software Development Life Cycle), STLC (Software Testing Life Cycle).
* Preparing the Traceability Matrix between Requirements & Test Cases.
* I have strong debugging skills to tackle and identify issues' root causes.
* I believe in providing solutions to problems, even in high-pressure situations.
* I have a smart and hardworking attitude and am a good team player. I have a leader's attitude to handle the team professionally.
* My main motivation sources are self-motivation, independence, and interest in learning new things.

**Project Experience:**

**Kroger, Cincinnati, Ohio (Jan2023 to till date)**

**Senior Salesforce QA Engineer**

**Description:**

Digital convergence program is developed to provide a needful support to the customer in terms of knowledge management, where we will be including the related articles and Question and answer pairings. So, if customer needs any help or want to know about the product, they can search for the related articles or can raise a support case. And developed easy way to the customers where they can raise a case on opportunity page, and they can search for related supported tools and teams to get the info what they are looking for.

**Responsibilities:**

* As a QA, I was involved in developing test methodologies, test strategy, test plans and testcases.
* Analyzing Business requirements and solution specification documents to design Test Plans, Test cases.
* Experience in testing Profiles, Users, Role Hierarchies and Permission sets as per user profile.
* Created custom objects, custom Fields, Validation Rules and Formula fields.
* Created Page Layouts to orange fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Pick list Fields, Master-Detail Fields, custom Formula Fields, and defined Field Dependencies for custom pick list fields.
* Worked extensively on Salesforce.com standard objects like Accounts (Person and Business), Contacts, Opportunities, and Cases.
* Developed exception reports and applied logic to crate different reports to capture all exceptions for management to deal with.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Involved in data mapping activities to import data provided by the internal data warehouse into salesforce.
* Worked on creating public groups, Queues, List Views and added filters respective to the requirements.
* Created and used Email templates in HTML and visual force.
* Created Reports, Dashboards, Queues, Public Groups and Email Templates.
* Used Data Loader to import or export of data from Salesforce.com objects using CSV files.

**MassMutual** **Springfield, Massachusetts (April 2018 to Dec 2022)**

**Salesforce QA Tester**

**Description:**

Airlines CRM Implementation is basically a PHP based customer relationship management system implementation. This is maintaining the relationship with the customers (New Dealers) and business customers in an organized manner. Mainly it is used to track the sales process very much easily and to track problems (complaints) of the customers to keep up a good relationship and better understanding with them.

**Responsibilities:**

* As a QA, I was involved in developing test methodologies, test strategy, test plans and testcases.
* Testing Profiles, Users, Role Hierarchies and Permission sets as per user profile.
* Experience in Salesforce.com CRM application mainly with Leads, Contacts, Accounts, Cases, Campaigns, Opportunities, Orders and Service entities.
* Validated hundreds of reports and tested dashboard based on roles.
* Tested Salesforce standard objects (Campaign, Accounts, Contacts, Opportunity) and custom objects.
* Worked on Data Loader to insert, update and bulk import or export of data.
* Analyzing Business requirements and solution specification documents to design Test Plans, Test cases.
* Regularly participated in Technical and Used Case review meetings for various functionalities in the application.
* Validated the pick list values based on the Record type layouts.
* Used MS Excel sheet for comparing the millions of records and its fields.
* Preparing Test Strategy and Test Plan for all the applications.
* Performed Compatibility testing.
* Validating Data security and Sharing rules.
* Perform API tests with Postman.
* Writing and executing test cases based on business scenarios.
* Creating and testing Salesforce CRM workflows, Approval Processes, Validation Rules.
* Design and developed the manual tests for multiple modules.
* Plan, execute and finalize projects within constraints such as time and scope restrictions while acquiring resources and coordinating efforts of team members in order to the successful project according to the plans and agreements.
* Worked with Service Cloud technology and on-premise infrastructure integration for Salesforce.com.
* Responsible for all the activities related to system configuring Data loader, uploading data in into files Salesforce.
* Experience Tester in Agile Development Env.
* Successfully used Agile/Scrum Methodology for gathering requirements and facilitating User Story refinement meetings with product owners and agile team members.
* Tested the SOAP Requests / Responses Messages in SOAP UI.
* Used JIRA Tool for Documentation management and defect tracking.

**Dell Technologies,** **Round Rock, Texas (Jan 2010 to March 2018)**

**Senior Consultant, Testing**

**Description:**

D2 Client allows the user to personalize the user interface using widgets and workspaces, perform searches across one or more repositories, create, import, edit, modify, and delete content, organize content manually and automatically using relationships, metadata, and so on, use content lifecycle and workflow processes as constructed by administrators.

**Responsibilities:**

* Hands on Experience on “Quality Center” and “ALM” Test Management Tool.
* Hands on Experience on Defect Tracking Tool JIRA.
* Expertise in writing and uploading Test cases to ALM, Test case Execution,
* Defect Reporting process.
* Verifying customer issues and testing the hot fixes.
* Participated in regular project status meetings related to testing.
* Continuously improving test processes, methodologies, and tools to keep up with the latest industry standards and best practices.
* Experience on different Browsers and Operating Systems [Windows, Linux, MAC].
* Involved in JRE certifications, App server and Browser Certifications.
* Actively involved in GUI, Functional, Compatibility, Regression, System testing, Smoke and Sanity testing.
* Hands on Experience on different App servers like Tomcat, JBOSS.
* Performed WSDL testing using SOAP UI and POSTMAN.
* Maintained test logs and reported test results in HPQC Test labs.
* Participated in test plan and test cases review meetings.
* Attended review meetings with Business Analysts and Developers to validate tests according to the requirements.