**Neelima Nanduri **

**Salesforce QA Lead**

|  |
| --- |
| **PERSONAL INFO** |

|  |  |  |
| --- | --- | --- |
| **EMAIL**  [neelimananduri2@gmail.com](mailto:neelimananduri2@gmail.com) | **PHONE**  972-655-6869 | **LINKEDIN**  www.linkedin.com/in/neelimananduri |

|  |
| --- |
| **PROFESSIONAL EXPERIENCE** |

* 11+ years of experience in Software Quality Assurance of Web and Client/Server applications. working as a **Salesforce QA** for past 7+ years.
* Excellent knowledge in Software Development Life Cycle (**SDLC**) and industry standard methodologies like Waterfall and Agile (**SAFe**)
* Strong knowledge/exposure to **Salesforce.com** Standard Objects, custom objects, Validation Rules, Workflows, Sharing rules, SOQL Queries, Reports, and dashboards.
* Worked on **Salesforce Service Cloud** and **Sales Cloud** implementations
* Supported product managers and development teams across phases of testing from planning to execution, troubleshooting and reporting within high-volume, agile environment.
* Analyze the client’s business requirements and process through document analysis, interviews and work flow analysis.
* Participated in **requirement analysis, use-case analysis, gap analysis, PI Planning, backlog refinement, sprint planning and daily stand up.**
* Involved in work sessions between **business users, operational groups, business line and various other stakeholders** to finalize business requirements, resolve issues, track project status and provide framework for future steps.
* Generate project related **reports and dashboards** (Both private & public) using **Salesforce** application.
* Conducted Various levels of testing including **Ad-hoc, Functional**, **Regression**, **User acceptance**, **End to End Testing, Cross Browser Testing and Integration testing** to verify whether the client requirement is met**.**
* Provide input into developing and modifying systems to meet client needs and develop business specifications to support the modifications.
* Responsible for preparation of **Test Planning, Test Strategy, Test Estimations** and **Requirements Traceability Matrix**, and other Project level Metrics for every release.
* Experience in **preparing Test cases and Test scenarios** as per requirements, design specifications and mockup screens
* Interacting with all the Teams effectively on all the open issues and following up effectively with them until closure.
* Provide Technical and/or Analytical support to solve a wide range of complex issues/problems.
* Extensive experience in activities related to **Saleforce.com setup, Configuration, Administration, and Data Migration.**

|  |
| --- |
| **EDUCATION** |

* Bachelors in Technology - JNTU, Hyderabad, India (Aug 2000 – May 2004)

|  |
| --- |
| **SKILLS** |

* **Operating Systems:** Win XP, Win7, Win10, MAC OS, Linux, Android, iOS
* **RDBMS:** SQL
* **Test Management Tools:** QC 10, ALM QC 11, RQM, Clear Quest, RMT, Simulate Tool, Test driver, JIRA
* **Configuration Management Tools:** Visual Safe Source (VSS), Serena
* **Automation Tools:** Postman, Jira, Confluence
* **Data Management Tool:** SAP MDM
* **Domain Knowledge:** Salesforce - Sales Cloud, Service Cloud & Salesforce Lightning, Share Point, Health Care (Facets – Claims Processing for Medicaid and Medicare), BFS and ERP

|  |
| --- |
| **WORK HISTORY** |

|  |  |
| --- | --- |
| **QA Lead**  **NEW YORK LIFE, AUSTIN**   * Worked on Salesforce Service Cloud and Sales Cloud implementations * Supported product managers and development teams across phases of testing from planning to execution, troubleshooting and reporting within high-volume, agile environment. * Analyze the client’s business requirements and process through document analysis, interviews and work flow analysis. * Involved in work sessions between business users, operational groups, business line and various other stakeholders to finalize business requirements, resolve issues, track project status and provide framework for future steps. * Generate project related reports and dashboards (Both private & public) using Salesforce application. * Conduct 4 levels of testing including Functional, Regression, User acceptance and Integration testing to verify whether the client requirement is met. * Provide input into developing and modifying systems to meet client needs and develop business specifications to support the modifications. * Responsible for preparation of Test Planning, Test Strategy, Test Estimations and Requirements Traceability Matrix, and other Project level Metrics for every release. * Experience in preparing Test cases as per requirements, design specifications and mockup screens * Interacting with all the Teams effectively on all the open issues and following up effectively with them until closure. * Provide Technical and/or Analytical support to solve a wide range of complex issues/problems | **Oct 2018 - Current** |
| **Test Lead**  **TRIANZ IT CLOUD SOLUTIONS, HYDERABAD, INDIA**   * Worked on Salesforce Service Cloud and Sales Cloud implementations * Collaborated with product owners to stay current on intended functionality. * Reviewed project specification documentation to create appropriate testing methodologies. * Directed teams completing regression tests to support successful product development stages. * Created testing scenarios for long-term and expedited development schedules. * Created accurate and successful test scripts to manage automated testing of certain products and features. * Delivered lectures on testing techniques, tools and protocols to internal staff. * Checked configuration files and logs to uncover root causes of problems. * Documented diagnostic findings in reports to inform stakeholders of product performance. * Wrote detailed requirements to create robust test plans and realistic work estimates for testing phases. | **JUL 2015 – Aug 2018** |
| **Sr QA Engineer**  **CA TECHNOLOGIES, HYDERABAD, INDIA**   * Worked on Salesforce Service Cloud and Sales Cloud implementations. * Optimized test cases to maximize success of manual software testing. * Assessed software bugs and compiled findings along with suggested resolutions for development team members. * Documented integration issues and vulnerabilities and outlined improvement recommendations. * Checked configuration files and logs to uncover root causes of problems. * Partnered with leadership team to develop automation strategy and execution plan. * Collaborated with developers and project managers to assess program capabilities, features and testing demands. | **Nov 2012 – July 2015** |
| **Sr Test Engineer**  **AMERICAN EXPRESS, HYDERABAD, INDIA**   * Maintained QA expertise in several programming languages * Wrote test case parameters, test scripts and automation guidelines. * Completed regression tests of new software builds to assess performance and success of bug fixes. * Trained junior testers in company standards, testing protocols and testing software. * Designed and validated test support systems for Finance industry. * Supported AMEX, Molina Healthcare, Excellus Clients during the tenure * Involved in creating the Test design and Test data and created the test cases in RQM, Executed the test cases in RQM * and raised lot of critical defects. * Involved in Functional Testing, Regression Testing and performed Sanity Testing on Facets 4.71 as well as on Facets * 4.51. Validated Reports, Provider remits, EOBs and Custom letters | **OCT 2011 - OCT 2012** |
| **Sr Test Engineer**  **MOLINA HEALTHCARE, HYDERABAD, INDIA**   * Performing provider enrollments by processing application, re-verification, re-enrollments and re-certifications * documents through QNXT. * Performing Comprehensive Claims processing functions through QNXT and Online Portal. * Preparing test data for interface testing. * Validation of functional reports like claims, financial, provider, Members, Care Management. | **JUN 2011 - OCT 2011** |
| **Test Engineer**  **EXCELLUS, HYDERABAD, INDIA**   * Involved in creating the Test design and Test data and created the test cases in RQM, Executed the test cases in RQM * and raised lot of critical defects. * Involved in Functional Testing, Regression Testing and performed Sanity Testing on Facets 4.71 as well as on Facets 4.51. * Validated Reports, Provider remits, EOBs and Custom letters. * Reviewed, evaluated and identified requirements for testability. * Created comprehensive test plans, test scripts and use cases to support testing objectives. | **JAN 2011 - JUN 2011** |