**Lavanya** 

**Salesforce – QA Automation**

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**Professional Skills & Experience:**

* Having over 11+ years of experience in the area of Manual testing and Salesforce CRM Platform with Configuration, Integration, and Implementation.
* Worked in Health and Telecom domains.
* Hands-on Experience with Salesforce lightning components, Classic components, and Admin components.
* Experience with Test Automation tools such as Cypress, Java Selenium, TestNG, Pardot, JMeter, and Junit.
* Working experience in Agile (Scrum) Methodology.
* Good knowledge of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Extensively worked on customizing various Salesforce standard objects like Accounts, Contacts, Opportunities, CI/CD, Reports, and dashboards.
* Good experience in preparing and Execution of Test Cases.
* Good experience in Web services API for implementing web services in the application for access to data from different users using SOAP.
* Proficient in web testing using Selenium web driver, Junit, TestNG-maven framework, POM (Page Object Model)
* Good experience in Bug tracking and Reporting using Defect Management tools – JIRA.
* Ability to learn New Technologies and Tools quickly.
* Good working experience in GUI, Regression, Browser compatibility, E2E, and API testing.
* Experienced in interacting with business users and executives to identify their needs, gather requirements, and author Business Requirement Documents (BRD), and Business System Design Documents (BSD).
* Tested REST API using REST Assured, TestNG, Pardot, Apache POI, and log4j framework.
* Having Good knowledge of Manual Testing concepts and skills.
* **Good knowledge of the Test process, creation, and understanding of Test artifacts like Test plans, Test cases, etc.**
* Expertise in testing .NET and Java-based web applications using the automated Selenium framework
* Experience in **preparing Requirement Traceability Matrix (RTM) to ensure Test Case coverage for all requirements.**
* Creativity and flexibility to face and resolve challenges, good presentation skills, and effective team player with excellent communication skills.

**Technical Skills:**

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| **Salesforce** | SOQL, Email template, Validation rules, apex trigger, workflow and approvals, App exchange, web services, SQL |
| **Bug Tracking tools** | Quality Center/ALM, TFS, JIRA, Qtest, Quip, Copado |
| **Operating systems** | Windows 10 |
| **Testing** | Regression testing, Functional Testing, API testing, UI testing |
| **Internal tools** | TDM (Test Data Management), Deep events, Copado (Deployment and releasement solution), JSON, SOAPUI, POSTMAN |
| **Certifications** | Certified SF Admin, Certified SF Platform dev-1 |

**Professional Experience:**

**United Healthcare June 2023 - To Today**

**Role: Sr. Automation Test Engineer**

**Environment: Manual Testing, Salesforce Testing, Jira, TDM, Q Test**

**ACET** (Adaptive Constituent Experience Technology) is Optum's call center desktop that provides agents with a guided experience to help anticipate constituents' needs and resolve their inquiries. ACCET's issue management capabilities provide an end-to-end view of an inquiry’s lifecycle, including robust routing and reporting capabilities

**Responsibilities:**

* Salesforce testing along with Admin services and testing in Dev environments (unit testing)
* Developed test cases and Test Scripts for Client requirements.
* Gathering testing Data using internal Data management tools beforehand.
* Performed Regression, E2E testing, UI testing, and API testing.
* Installed, configured, and worked on POSTMAN to validate end APIs.
* Understanding Requirements and Acceptance Criteria, Preparing test cases, and Proper testing approach.
* Proficiently administered JIRA instances, managing user roles, permissions, and workflows to ensure smooth project management and issue tracking.
* Provided support in the performance testing using JMeter tasks including developing test plans, test scripts, and reports.
* Designed and implemented automated CI/CD pipelines using tools like Jenkins, Pardot, GitLab CI/CD, Travis CI, or CircleCI/CD to streamline the build, test, and deployment processes.
* Using Qtest to create Status reports for Product and Business teams.
* Involved in developing HTML and JavaScript for client-side presentation and, data validation on the client side within the forms.
* Performed UI testing using Cypress automation framework using Chai and Mochaframeworks.
* Identifying Product Requirement specifications.
* Reviewing BRD and attending Grooming and sprint planning sessions on project requirements and goals.
* Identified, documented, and reported bugs, defects, and other issues within Salesforce customized software applications developed.
* Applications developed using JavaScript, Java, and Angular.
* Moved existing Angular controllers to Angular components for more responsiveness and less dependency.
* Developed framework from scratch for using Cypress to automate UI and used JavaScript, NodeJS, and NPM for Angular-based user interface.
* Develop scenario-based testing for the JMeter scripts.
* Interacting with Developers and Business analysts regarding Test requirements and Defects.
* Prepared detailed defect reports on a biweekly basis for the projects to know the status of the Testing and the reason for the defect raising and root cause analysis.
* Created multiple Lightning Components, and added CSS and Design Parameters that make the Lightning components look and feel better.
* Worked on Azure pipeline testing
* Set up JIRA projects, and configured issue types, fields, and screens, tailored to the specific needs of different teams and projects.
* Developed data insertion forms and validated them using JavaScript
* Actively participating in Production deployments end of every sprint and providing testing support.
* Final Analysis, Test Case development through Qtest.
* Built JavaScript-based test framework using cucumber, Pardot, Web driver, node.js, angular.js
* Worked with business analysts, MS Dynamics CRM Support Analysts, and user department staff to evolve MS Dynamics CRM features and functionality.
* Successfully integrated continuous integration and CI/CD continuous deployment pipelines into the development workflow to ensure faster and more reliable software releases.
* Generated SQL and PUSQL scripts to install create and drop database objects, including tables, views, primary keys, indexes, constraints, packages, sequences, grants, and synonyms
* Designed dynamic client JavaScript codes to simulate processes for web applications, page navigation, and form validation.
* Performed UI, API automation, and API testing using Cypress and created the framework from scratch.
* Create, schedule, and run the scenarios using JMeter and generate necessary graphs
* Developed a Hybrid Framework using Page Object and Data-Driven Model on top of TestNG and Selenium WebDriver for test automation
* Configured new MS Dynamics CRM entities and forms to support changing business needs
* Worked with KVM Hypervisor to install, configure, and maintain Red Hat Linux
* Worked on pub sub-modules to communicate between LWC components along with API decorators.
* Experience in writing jest tests for LWC components for unit testing on the client side.
* Worked on LWC lightning data service by using a wire service (wire adapter) to fetch data from the server side and performed CURD operations
* Used Sauce Labs and Selenium Grid to perform cross-browser testing and parallel execution of the Tests.
* Using JIRA (customized) to create subtasks, Defects, and Updating Dashboards.
* Tune SQL statements using hints for maximum efficiency and performance, create and maintain/modify PUSQL Packages, mentor others with the creation of complex SQL Statements, perform data modeling, and create/maintain and modify complex database Triggers and Data Migration scripts.
* Retrieved some data and Its functionality from Third-Party APIs and displayed within the lightning component.
* Planning and setting up Continuous Integration for various properties on Jenkins with Commit, Component, Assembly, Pardot, Deploy, and Smokejobs.
* Worked on REST Assured BDD framework for automation REST services and capturing the JSON responses used CucumberFeatures
* Performed UI, API automation, and API testing using Cypress and created the framework from scratch.
* Created and executed JMeter scripts for performance testing of the portal
* Deployed latest patches for, Linux and Application servers, performed Red Hat Linux Kernel Tuning
* Involved in planning and conducting user acceptance testing with the end users.
* Followed Agile-Scrum process and was Involved in Sprint Plans, Daily Scrum meetings, grooming sessions, and Retrospectives Responsible for working within a team to create a document and execute testing strategy, test cases, and test scripts in support of a set of global tools, systems, and Database.
* Responsible for tracking the sprint progress and closing the tickets in agile methodology using Salesforce

**Optum (UHG),Hyderabad,India August 2019 - May 2023**

**Role: Automation TestEngineer**

**Description: Manual Testing, TFS (Team Foundation Server), QNXT, and MRD (internal tools)**

ISET (Integrated Service Experience Tool) is a web application that is used by CSR (Customer Service Representative) to provide a quick and efficient way to handle inbound calls from Members, Providers, and Brokers about Benefits, Eligibility, and Claim Information. This application provides various information from different applications to CSR to enable them to access all the information in one place instead of looking at various applications.

ISET provides an easy tool for CSR to auto-document their service call, easily follow up, and route the service

request to the proper department/individual. ISET helps members/Providers in raising their issues or grievances and tracks the closure of the same, in this way, it helps UHG in increasing the satisfaction of Plan holders.

**Responsibilities:**

* Worked collaboratively with QA and development groups to complete comprehensive testing.
* Developed test cases and Test Scripts for Client requirements.
* Followed Agile-Scrum process and was Involved in Sprint Plans, Daily Scrum meetings, grooming sessions, and Retrospectives Responsible for working within a team to create a document and execute testing strategy, test cases, and test scripts in support of a set of global tools, systems, and Database.
* Designed and customized workflows in JIRA to reflect team-specific processes, ensuring seamless issue progression and efficient collaboration.
* Managed version control systems (e.g., Git) to maintain code repositories, branches, and pull requests, facilitating collaborative development and code review within the CI/CD pipeline.
* Hands-on experience working Cypress for angular application end-to-end testing.
* Extensively worked on JMeter to create Thread Groups and test Web Applications for various loads on key business scenarios
* Analyzed system specifications.
* Identified, documented, and reported bugs, errors, and other issues within proprietary software applications developed.
* Used NPM for installing required node modules and other published Angular NPM modules.
* Updated the application with new features of Angular
* Used Appium to facilitate mobile testing by creating a mobile Driver class with the required Mobile capabilities.
* Good experience in mobile testing using Appium in both 105 and Android applications using a simulator and emulator.
* Effectively tracked and managed issues, bugs, tasks, and user stories using JIRA, maintaining accurate records of project status and progress.
* Performed Data Driven testing using Java, Selenium WebDriver, Pardot, and TestNG.
* Responsible for tracking the sprint progress and closing the tickets in agile methodology.
* Uploading test results, status reports, and Defect mapping with test scenarios using Qtest.
* Designed specific defects, Defect filters for enterprise projects, and templates using JIRA.
* Used Page Object Model to Automate Functional and Regression Testing by creating a Hybrid Framework using Maven, Java, TestNG, and Selenium WebDriver.
* Integrated various testing frameworks (e.g., JUnit, NUnit, pytest) into the CI/CD pipeline to ensure automated testing at each stage of development.
* Performance test development for 'Continuous Benchmarking' using JMeter and Jenkins
* Interacting with Developers and Business analysts regarding Test requirements and Defects.
* Prepared detailed Test Metrics every week for the projects to know the status of the Testing.
* Performed Input Validations, User Interface Validations, Browser Compatibility testing, and Navigation testing.
* Hands-on experience working Cypress for angular application end-to-end testing.
* Build and enhance automated test framework using Cypress and Page Object Model concepts.
* Expertise in using Selenium Grid to run test scripts on different platforms and against different browsers in parallel to save time. Used TestNG annotations in the TDD approachframework
* Used Jenkins to execute the test scripts periodically on Selenium Grid for different platforms like desktop, tablet, andmobile.
* Design, Develop, and Execute load tests using JMeter and Jenkins
* Created JMeter Test Cases to measure the performance and functionality of web services
* Initiated performance test plan for a Service and started adding automation for REST calls for the same microservice using java
* Implemented test automation scripts using Appium for Android and iOS applications.
* Involved in developing the automation scripts for Mobile Native applications on iOS and Android platforms using Appium and Java.
* Experience in setting up test environments for automated scripts using Java, Appium, and TestNG.
* Preparing Test Strategy interacting with Product owners based on the PI plan for the Agile Sprints and assigning tasks to there sources.
* Automation Tools used Selenium WebDriver, JUnit, Appium, Eclipse, Jenkins, and SOAP UI. Also, JIRA and Confluence.
* Integrated and modeled development environments.
* Developed a Web Service interjacence service for the web portals to consume CRM services.
* Formatting Requirements and Test cases using Qtest.
* Worked on some of the new features of Angular like new if else syntax, ng-templates, and form validators.
* Created web UI tests using Cucumber, Pardot, Gherkin, and Cypress Automation.
* Developed custom reports in SSRS and attached them with MS Dynamics CRM.
* Implemented client-side Interface using Angular and Nodejs to structure JavaScript code in an MVC
* Used JavaScript and XML to update a portion of a web page thus reducing bandwidth usage and load
* Execution of automated test scripts using JMeter based on business/functional specifications
* Performed Regression, Functional, System, and Performance testing.
* Preparing the Test Coverage matrix and mapping the requirements document ID to the respective test case name.
* Implemented blue-green, canary, or rolling deployment strategies within the CI/CD pipeline to minimize downtime and risk during releases.
* Experience in parallel testing using Cypress
* Involved in analysis, design, and coding of Oracle processes in PL/SQL to build Packages.
* Experience in writing jest tests for LWC components for unit testing on the client side
* Involved in planning and conducting user acceptance testing with the end users.

**Client: S2S SOFT SOL, Hyderabad, India September 2014 – July 2019**

**Role: QA Engineer**

**Description:**

**JIMI** helps you to get home and local services specialists at your doorstep for various services ranging from home cleaning, home appliance repair, pest control, and handyman jobs. It helps customers hire trusted professionals for all their service needs. We can simply book a service, pick servicemen, and relax.

**Responsibilities:**

* Used Qtest for Requirement and Test case mapping and for updating Project status.
* Customized Reports and dashboards for business users and managers, developed custom reports.
* Created Formula Fields, Validation Rules, Workflow, and Approvals to build the required functionality.
* Utilized JIRA for Agile practices like Scrum and Kanban, creating boards, backlogs, and sprint planning for efficient project execution.
* Performed UI, API automation, and API testing using Cypress and created the framework from scratch.
* Designed Manual and Automated Tests, created Manual test cases, and test plans, and executed tests using HP ALM, and SeleniumWebDriver.
* Developed BDD and TDD scripts with Cucumber and written step definitions using Gherkin-based features.
* Managed application configuration and environment variables dynamically within the CI/CD pipeline to ensure correct setup across different environments.
* Extensively worked on JMeter to create Thread Groups and test Web Applications for various loads on key business scenarios
* Responsible for performing Functional testing, System testing, and Smoketesting.
* Worked on distributed test automation execution on different environments as part of a Continuous Integration Process using Selenium Grid andJenkins.
* Worked on SQL queries against the backend database to ensure the application retrieves valid data on testing.
* Created epics and user stories in JIRA, prioritized and groomed backlogs, and tracked progress through sprints.
* Created web UI tests using Cucumber, Gherkin, and Cypress Automation.
* Created users, roles, and public groups and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among different users.
* Managed security settings of the users.
* Experienced in Integrating Salesforce with third-party applications from App Exchange.
* Performed data migrations using Salesforce.com Data Loader.
* Created Visual Force Pages to override the standard functionality of Salesforce.
* Designed, developed, and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application
* Created CI/CD pipeline configurations using code (Jenkinsfile.gitlab-ci.yml, etc.) to version control and standardize the pipeline setup.
* Used regular expression for dynamic values in JMeter
* Worked on fixing SOQL and SOSL queries in the apex code.
* Deployed salesforce components from sandbox to production using Force.com ant migration tool, Change Sets, and Eclipse.
* Created web UI tests using Cucumber, Gherkin, and Cypress Automation.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Execution of automated test scripts using JMeter based on business/functional specifications
* Configured new MS Dynamics CRM entities and forms to support changing business needs
* Worked on various salesforce.com standard objects like Accounts, Contacts, opportunities, Leads, Campaigns, Dashboards,and reports and worked on creating custom objects, Page layouts, etc.
* Created workflow rules, and approval processes and defined actions like Tasks, Email Alerts, outbound messages, and Field updates.
* Continuously optimized the CI/CD pipeline by identifying bottlenecks, reducing build times, and enhancing overall efficiency.
* Hands-on experience working Cypress for angular application end-to-end testing.
* Used SQL\*Loader and UTI File Loader to upload bulk data by writing scripts for the Control file

**Environment:** Saleforce.com platform, Selenium, JIRA, Cucumber, API Testing, Cypress, JMeter, Apex Language, Visual Force Pages, Data Loader, HTML, CI/CD, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**EDUCATION:**

**Master of Science in VLSISystemDesign**

Anurag Group of Institutions,Hyderabad,India Nov 11 - Aug 14

## Bachelor of Technology in ElectronicsandCommunications

Jawaharlal Nehru Technological University,Hyderabad,India Sep 07 **-** June11