Deepashree R

Nationality: Indian   **Date of birth:** 21/03/1998   **Gender:** Female

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📍 **Home:** 560085 Bangalore (India)

ABOUT ME

A software engineer who is seeking a challenging career and be part of a progressive organization that gives scope to enhance my knowledge, skills and to add values to work which I do with full dedication for achievement of organizational goals and self development

EXPERIENCE SUMMARY

Core Involvement

Manual testing | Salesforce sales cloud | Functional testing

Professional Experience Summary

1. Overall **3+ years** of experience as a software engineer
2. Well-versed with all stages of Software Development Life Cycle (**SDLC**) and Software Testing Life Cycle (**STLC**) .
3. Experience in **Salesforce** in **Sales Cloud**.
4. Responsible for creating **test cases, test plans, test data**, and reporting status ensuring accurate coverage of requirements and business processes.
5. Analyzing requirements and creating and **executing test cases.**
6. Performing **Manual Testing** by performing the operations mentioned in the design steps.
7. Working with the Development team for process improvement .
8. Formulating the QA plan for black box testing of the application including **Functional, Regression**, **component** , **SIT** and **Sanity** testing .
9. Used **Octane ALM** tool to upload , run test cases and also register & tracking defects

WORK EXPERIENCE

Software Engineer
Company : - Tech Mahindra [12/12/2019 – 22/02/2023]

City: Bangalore
Country: India

Project : Salesforce B2B manual testing

Client: HUTCHISON 3G UK LIMITED
Component/domain: Salesforce

Roles & Responsibilities :

1. **Analyzing** the requirements & communicating with the Business for better understanding and gather information about the Agent journey in placing orders. **Gain a clear understanding** of the expected behavior, workflows, and business rules involved.
2. **Identifying** the Test Cases based on requirement document of the application and writing **effective optimized test cases** which covers various aspects of journey including validating user interface, **Account**, **Contact**, **Opportunity** creation, **deal** ,Order creation, Order updation, **Order** replacement as well as **integrations** with **external systems**.

3. Ensure all the Test case are **fully aligned** with **Business Requirements** and meet as per the **customer expectations**.

4. Reviewing and modifying the Test Cases.

5. Performing **Manual Testing** by performing the operations mentioned in the design steps.

6. Compared the expected results with the actual outcome and recorded the results.

7. Identifying and reporting any defects or issues encountered during testing. **Documenting** the steps to **reproduce the defects**, along with relevant information such as screenshots, error messages etc.

8. **Log the defects** in a defect tracking system (Octane ALM) and track their status until resolution.

9. Ensuring that all the **testing activities/evidences** are **documented** and stored .

10. **Interact** with developers and discuss technical problems, Bugs Tracking.

11. Ensure all the defects to be closed within release and inform concerned stakeholders on deferred defects.

12. **Collaborating** effectively with developers, business analysts, and stakeholders to ensure clear understanding of requirements, resolve issues, and provide regular updates on testing progress and results.

13. Ensure all the artifacts to be collected & uploaded into **Octane ALM.**

14. Performed **Component** , **SIT** , **Sanity** and **Regression** testing.

15. Performed testing in different **environments : CT, SIT , Pre-prod , Prod.**

16. Ensure **testing activities** to be performed on **stipulated timelines**.

17. **Support** person during **BUAT** . Gave **demos to BUAT testers** and also prepared **detailed documents** for testing during BUAT.

18. **Post deployment** hypercare **support**.

Planned Career Break
[23/02/2023 – Current]

- **Resigned** from my previous company (Tech Mahindra) to pursue Master's **degree abroad**, However ,I had to reconsider my plans due to my **father's health issues**.
- As a result, I had to drop my plans of going abroad and faced a **career gap** from **March 2023** until the **present**.
- Despite this gap, I am eager and determined to **re-enter** the **workforce** and contribute my skills and experiences to a new opportunity.

PROJECT SUMMARY

Responsibilities

1.Our client **Hutchinson 3G UK Ltd** is the 2nd largest **Telecom Service Provider** in UK.

2.Worked for **3 years** in same project for 2 releases (R1 & R2) which followed **waterfall methodology**.

3.My responsibility was to test agent's **(sales reps) journey** in the sales process.

4.Testing the journey from **creating** an A**ccount, Contact, Opportunity, deal , Order creation ,shipment , Order updation** and O**rder replacement**.

5.And also testing various **3rd party integrations** and **functionalities** associated with the journey (like **credit check**, Update credit check details in downstream systems, **email/SMS** communication to customer at certain points, **Payment journey**, Payment validation, Sim **Port-in journey ,getportstatus** , **getProductoffering** ,**Insurance** journey when customer buys an iPhone/Android ,**Device purchase** journey, **Sim purchase** journey, **Sim + addon purchase** journey etc..).

6.Testing the journey in different environment (**CT, SIT, pre-prod,prod**) and as different user (**telesales agent, retail agent)**

7.My responsibilities in a nutshell is to test the telecom application against all features/functionalities from creating an account, contact till order replacement journeys in different environment and ensuring that all i**ntegrations** are working fine **E2E**.

CERTIFICATIONS

ISTQB Certified Tester Foundation Level (CTFL)

Credential ID : 22-CTFL-01984-USA

Link: https://atsqa.org/certified-testers/profile/be904df634d54c728b6681ac75516e6e

DIGITAL SKILLS

Technical skills

Functional testing / Manual testing / Salesforce Sales Cloud

Tools

Microfocus Octane

Others

Sandbox

PERSONAL ABILITIES

My Abilities

1. Flexibility and adaptability
2. Good listener
3. Detail oriented
4. Positive attitude
5. Collaborative
6. Communication skills
7. Keen to learn new things
8. Take up challenging things
9. Time management
10. Quick learner
11. Problem solving

EDUCATION AND TRAINING

Bachelor of Engineering

K S Institute of Technology [08/2015 – 07/2019]

Address: 560109 Bangalore (India)
Website: http://ksit.ac.in/
Field(s) of study: Electronics & Communication Engineering
Final grade: 7.01 CGPA

LANGUAGE SKILLS

Mother tongue(s): **Kannada** | **Telugu**

Other language(s):

English

LISTENING C1 **READING** B2 **WRITING** B2

SPOKEN PRODUCTION B2 **SPOKEN INTERACTION** B2

Levels: A1 and A2: Basic user; B1 and B2: Independent user; C1 and C2: Proficient user