Name: Bhargavi Email id: [bhargavi.581@gmail.com](mailto:bhargavi.581@gmail.com)

Mobile: +919703914914

**Professional Experience:**

* 4 years of IT experience in Requirement analysis, Salesforce Administration and Testing of applications using Salesforce.com.
* Experience in Salesforce Administration
* Experience in Education Cloud, Experience Cloud, Saes Cloud and Service Cloud
* Knowledge on Health Cloud and Marketing Cloud.
* Experience in Help Document preparation
* Interaction with Client Team
* Experience in Manual testing
* Experience in API Testing.
* Experience in preparing the Test cases, and Test Data according to the user stories
* Skilled in understanding Software Requirement Specifications and Test Cases
* Experienced in Functional Testing on Salesforce applications.
* Experience in Black Box testing techniques
* Defect Reporting and Tracking.
* Involved in different types of testing like Regression Testing, Re-Testing
* Hands on experience in reports
* Experienced in Security and Sharing rules at object, field, and record levels for different users
* Created the Validation Rules, Approval Process, Process builder and workflows for automated field updates, and Email Alerts.
* Excellent team player, self-motivated, quick learner with good communication skills and troubleshooting capabilities.

**Work Experience:**

* Currently working as a Associate for Proxforce from 1st April 2021 to till date
* Worked as Associate Trainee for Prowess from Nov 2019 to Mar 2021

**Education Summary:**

* MBA from TIST affiliated to JNTUH with 76%
* B.Tech(CSE) from SJCET affiliated to JNTUA 65%
* Intermediate from Nalanda Jr.College with 72%
* SSC from ZPGHS with 68%.

**Project # 1**

**Project**: Educational Cloud

**Client**: University HUB

**Role**: Salesforce Quality Analyst

**Description**: The Client is a bridge between students and colleges where students want to pursue their education abroad from all over the world.

**Responsibilities**:

* Understanding the Business requirement, functional requirements & specifications
* This project involved API Testing,Integration, functional, negative, positive, Regression, and End-to-end testing
* Provided demos to the Business team at the end of every sprint on assigned User Stories
* Experienced in working Agile- Scrum model
* Payment gateway integration Testing – Stripe
* Hello SigniIntegration – Signature on document implementation and Testing
* Email alerts to Business Team and End User according to the Record Type

• Helped to SIT team testers on each sprint understand the functionality and clarify the doubts and observations

**Project** #2

**Project**: Great Philly School

**Role**: Salesforce Quality Analyst

**Description**: This Project has been implemented in Community Cloud. The Client needed a platform to showcase School information in Philadelphia, US. There are listed two types of school K-12 School & Preschool/Daycare with all information of school. Users can search schools by location & and some properties to show the result. School owners can handle CMS independently to update/images at their end via portal.

**Responsibilities:**

* Understanding the Business requirement, functional requirements & specifications
* This project involved in GUI, functional, Regression, and End-to-end testing
* Provided demos to the clients at the end of every sprint on assigned User Stories
* Experienced in working Agile- Scrum model

**Project** #3

**Project**: Medaccess

**Role**: Salesforce Quality Analyst

**Description**: Medaccess is an Insurance provider from the US that would like to save its data in Salesforce. They have different. categories to populate the different plans as per the requirement

**Responsibilities:**

* Understanding the business and system requirements specifications
* Write, track, manage, execute, and prioritize Test Cases.
* Involved in test case reviews and updating them as per the review comments.
* Conducted GUI, Functional, and Regression Testing.
* Effective Defect tracking and Reporting.
* Interacted with developers, users, and various team members to discuss and resolve defects by setting their priorities.