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| Name: | Akanksha Sharma (7310708833) |
| Location: | Noida |
| Current Position: | Sr.Test Engineer |
| Email: | akansha5876@gmail.com |
| Experience: | * Having 6+ **years** of IT experience as Software Tester in **Agile & Salesforce Cloud .** * Experienced in software testing with full project lifecycle. * Having experience of working in multiple projects Web based/Mobile based application. * Good hands-on experience on **Salesforce CRM, Manual Testing and API using Postman.** * Experience as a QA in Salesforce.com CRM application, mainly with Leads, Contacts, Accounts, Cases, Campaigns, Opportunities, Orders and Services entities. * Experience in Salesforce application testing, which is developed or customized in Sales Cloud/Service Cloud and exposure in validating functional flows in Lead/ Opportunity/Quote/Case Management with Reports and Dashboards, integration and validations. * Good knowledge and understanding of Salesforce Configurations related to Permission sets/Roles and Profiles/Validation rules/Approval process/Objects relationships/Assignment rules etc. |
| |  | | --- | | **CERTIFICATIONS** |   **Certifications:** | * Salesforce Certified Administrator (Certification Date :13 January 2023 |

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| **TECHNICAL SKILLS** |

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| Salesforce.com | Workflow, and Approvals, Sharing Rules, Formulas, Validation Rules, Assignment Rules, Custom Objects, Custom Fields, Dashboards and Reports, Opportunity Management, Case Management, Salesforce CRM, Integration Migration, |
| Tools & Technologies | Salesforce.com, JIRA |
| Methodologies | Agile/Scrum. |

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| **PROFESSIONAL EXPERIENCE** |

**Girikon Solutions Pvt Ltd, Noida** Feb 2021 – till date

**Key Responsibilities:**

* Understanding the actual requirement and clarifying the same with the Developer and BA over standup call every day.
* Develop Test procedures and other quality documentation: test cases, and status reports for management
* Testing in QA, UAT and production environments.
* Involve in all stages of the testing process - functional testing, integration testing, Sanity testing and Regression testing, Retesting.
* Connect with BA or developer to test on UAT or Production if needed.
* Assisted team wherever and whenever needed.
* Given Demo to clients on tested stories.
* Attended client and team meetings as required.
* Logging defects in JIRA, participating in the Defect meetings.
* Creating User Manual for Projects.
* Deployment of Data from Sandboxes to Production.
* Maintaining and updating a JIRA board.

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| **PROJECTS** |

**PROJECT #1**

**Project Name :** Restotek

**Role :** Salesforce Tester

**Environment** **:** Lightning Web Component, Web Based Application

**Tools** **:** Salesforce.com

**Summary**

Restotek Australia is a nationwide large and complex loss specialist. We specialise in all facets of restoration services and boast an unmatched level of customer service through custom-built digital systems, strategic business processes, and industry experience.

**Key Activities handled**

* Preparing Test Plans and Test Scripts and executing.
* Preparing daily status and execution reports.
* Providing demo to client on tested stories.
* Involved in Functional, Integration, Sanity, Retesting and Regression testing of the Applications.
* Logging defects in JIRA, participating in the Defect meetings and creating defect reports.
* Involved in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data. Tested the company's Salesforce CRM application.
* Testing APIs synched from Salesforce to Xero Third Application Platform using Postman.
* Moved Apps from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.

**Achievements**

* Got appreciation from clients for completing timely Sanity Testing at Production.

**PROJECT #2**

**Project Name :** Morling College

**Role :** Salesforce Tester

**Environment** **:** Lightning component, Web Based Application

**Tools** **:** Salesforce.com

**Summary**

Morling College exists to equip and shape Christ-centered followers to impact the world."

"Morling College values the gospel, people, and education that transforms you, your church, your communities, and the world."

**Key Activities handled**

* Preparing various test data, test cases and scenarios test Documentation, Test technique
* Analysing functionality and flow of module (end to end testing)
* Providing demo to client on tested stories.
* Involved in Functional, Integration, Sanity, Retesting and Regression testing of the Applications.
* Logging defects in JIRA, participating in the Defect meetings and creating defect reports.
* Analysis test scenario and preparation of Test cases and execution of test cases.

**Achievements**

* Got appreciation from clients for completing the Project on timely.

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| **PREVIOUS PROFESSIONAL EXPERIENCE** |

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| Company 1 | Ericsson HO |
| Start Date | 1st March 2016 |
| End Date | 28th December 2017 |

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| Company 2 | Aegis Customer Support Pvt Ltd |
| Start Date | 1th January 2018 |
| End Date | 17th February 2020 |

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| Company 3 | EbixCash Software and Services |
| Start Date | 20th February 2020 |
| End Date | 14th May 2020 |