**Shruthi N M**

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**OBJECTIVE:**

* To be a Software Professional at most admired organization to exercise & enrich my technical skills and contribute the best as a team member , in the organization that respects hard work and ensures a consistent growth.

**PROFESSIONAL EXPERIENCE:**

* Worked as QA Test Engineer in Dell International Services (March 2013 – Dec 2016)
* Worked as Enterprise Rsc Planning Analyst in NTT Data Services(Formerly known as Dell)

**EXPERIENCE SUMMARY:**

* **5+ years**’ experience as **salesforce Testing Engineer**
* Expertise in CRM (Salesforce.com) application testing and on salesforce configuration
* **ISTQB** Certified Tester
* Experienced in documenting Test Scenarios, Test Plans, Test Strategies, Release notes, Defect Metrics and Defect Reports, Test summary report and other test artifacts
* Experience in **Agile Scrum** Methodology
* Well acquainted with Software Development Life Cycle (**SDLC**) and Software Testing Life Cycle (**STLC**) and Bug life cycle
* Performed Smoke Testing, Functional Testing, Integration Testing, System Testing, Regression Testing and Usability Testing
* Extensive expertise in **Manual Testing** and managing testing activities using ALM and Jira.
* Strong in Analyzing **Business spec Requirements**&**Develop Test Plan, Test Scenario and Test Case creation and execution.**
* End to end knowledge of **Defect Flow** and **Defect Tracking** mechanisms.
* Hands on in **Selenium automation** using Selenium WebDriver and JAVA.
* Well versed in using **Locators**.
* Good knowledge on developing POM classes
* Hands on in developing **TestNG class**.
* Developed **Data Driven framework** to retrieve test actions, test data from Excel files.
* Has worked in **Hybrid**(DataDriven,POM and TestNG) Framework.

**SKILL SET SUMMARY:**

**SALESFORCE:**

* Expertise on salesforce configuration concepts
* Worked on salescloud and service cloud implementation projects
* Proficient in salesforce objects,profiles ,Roles,sharing rules.
* Proficient in workflows ,validation rules.
* Hands on in creation of various reports and dashbords.

**CORE JAVA:**

* Creating class, object in java
* Concept of method overloading and method overriding
* this and super keyword
* abstract class and interfaces
* Proficient in Java OOPS concepts.

Inheritance

Abstraction

Polymorphism

Encapsulation.

* Proficient in Collection and Exception handling.
* Effective use of casting such as up-casting and down-casting.

**SELENIUM :**

* Well versed in using Locators.
* POM class implementation.
* Expertise in developing TestNG class.
* Developed Data Driven frameworks to retrieve test actions, test data from Excel files.
* Have Knowledge on handling synchronization.
* Proficient in handling dynamic web Elements using xpath.
* Knowledge on GitHub,MAVEN .
* Proven ability in handling list of web Element,various pop-ups.
* Good Knowledge on Selenium java architecture.
* Strong Knowledge Automation Framework Architecture.

**CERTIFICATIONS:**

* ISTQB
* Salesforce.com Certified Administrator(ADM-201)
* Salesforce.com Certified Platform AppBuilder.

**PROJECT DETAILS:**

**Project Title** Access Prepaid Worldwide (APW)

**Client** MasterCard

**Domain** Finance

**Cloud** Salesforce.com

**TestingStrategy** Functional Testing, Integration testing

**Testing Tool** PM Tool

**Team Size** 2

**Description:** APW sells pre-paid cards around the world. Consumers use these cards for gifts, travel/multi-currency for corporate purposes, or as shared family cards. They have a call center that helps users with inquiries, complaints, reloads, balance disputes, and registration issues. Dell is spearheading a call Centre business transformation for APW. One facet of this transformation is a CRM / Case Management system which will be implemented to improve analytics and compliance data tracking.

**Roles & Responsibilities**

* Writing test scenarios and test cases based on BRD and by identifying requirement gaps.
* Involved in Sanity testing, Functional testing, System testing, Regression testing, Ad-hoc testing.
* Discuss with concerned developer and reporting valid issues.
* Involved in defect raising, verifications and failure reviews.
* Documentation of QA summary reports and configuration guides.

**Project Title Tenet Pipeline Management**

**Client** Tenet

**Domain** Healthcare

**Cloud** Salesforce.com

**Testing Strategy** Functional Testing

**Testing Tool**  ALM

**Team Size** 3

**Description** :Tenet Healthcare has been using Salesforce for managing their Hospitals, Doctors information, Site visits and Case Management for managing their tickets related to the IT systems etc. however there have been several pain points in using the current system. Due to which, they invited Dell to do an assessment of their current Salesforce implementation so that Dell is able to recommend a solution that gets rid of the pain points, follows the best Salesforce implementation practices and best fits the business needs

We have implemented SFDC pipeline management for tenet which will facilitate their ability to manage the physician recruitment and practice acquisition process from within salesforce and given them an ability to track, manage and analyses their pipeline in order to achieve their manpower goals.

**Roles and Responsibilities**

* Test Engineer
* Understanding requirement and CRs and discussion with Team member
* Participating in technical discussion of requirement
* Preparation of Test scenarios and test cases
* Test Case review
* Involved in test execution and reporting

**Project Title** Harvard Pilgrim Health Care Retail CRM Project

**Client** HPHC

**Domain** Healthcare

**Cloud** Salesforce.com

**Testing Strategy** Functional Testing, Integration Testing,System Testing

**Testing Tool** Jira

**Team Size** 3

**Description:**Harvard Pilgrim Health Care Inc.,is one of the leading not-for-profit health plans in the United states.Harvard pilgrim’s mission is to improve the quality and value of health carefor the people and communities they serve by providing a variety of benefit options and funding arrangements to more than one million members in Massachusetts,Maine,andNewHampshire.

Harvard Pilgrim has been nationaly recognized for outstanding performance in clinical quality and member satisfaction.

HPHC Retail CRM is a multi-portal system to be intended to be used by HPHC for it's telesales agents and other harvard pilgrim brokers,employees,prospects& existing members.where system has been developed on salesforce.com platform.

**Roles and Responsibilities**

* Offshore Test Lead
* Understanding requirement and CRs and discussion with Team members
* Participating in technical & business discussion of requirement
* Test Plan creation and providing estimates for the requirment and SR’s
* Writing Test cases &Test Case review
* Implementation and execution of test cases and logging the defects in Tool
* Preparing the test summary report and sending it to various stakeholders
* Conducting Walk Troughs for the new requirements and enhancements to share and enhance the understanding.
* On call interaction with Customer and other stakeholders of the project.
* Identifying the regression test cases for automation
* Writing the Automation Scripts and executing the scripts using WebDriver

**ACADEMIC PROFILE:**

* **B.E. (Computer Science)** 2008-2012, with **69.52%** from Atria Institute of Technology, Bangalore.
* **P.U.C (12th)** 2006-2008**,** with **67.32%** from P.U BOARD, Karnataka.
* **S.S.L.C (10th)** 2005-2006**,** with **88.3%** from K.S.S.E.B, Karnataka.