**Narasinga Sundeep Dubbaka**

* Result-oriented IT professional having over **13+ years** of experience in IT with around 8+ years of experience on Salesforce cloud platform as **Salesforce QA Lead/Administrator** and 5 years of experience as application developer on Microsoft Technologies (VC++/MFC). Expertise in landscaping data migrations, Integrations and handling Large Data Volumes in Salesforce.
* Worked on domains such as **Banking & Financial, Transportation**, Product development.
* Involved in various stages of **Agile, Iterative and Water Fall Software Development Life Cycle** (SDLC) phases including requirements gathering, requirements prioritization, analysis, developing and implementing test plans, test cases and test processes
* Experience in developing and maintaining **automation framework** and scripts using Selenium IDE and **Selenium Web Driver** (Selenium Web Driver developed on Java) using **TestNG test framework with Java Programming**
* Strong Knowledge on **OOP** Language
* Experience with cloud-based integration tools such as **MuleSoft, Informatica Cloud, Talend and AWS Cloud Services.**
* Experience in testing **AWS Cloud services** (EC Instances, S3 Bucket, PostgreSQL Db)
* Working experience on **Agile** Methodology
* Experience on **Rest/Soap API Webservices testing** using **POSTMAN** tool
* Experience in testing and leading **End to End and Integration Testing**
* Experience in **Test Data Management and field level security testing** in Salesforce
* Strong knowledge and working experience on **field encryption and data masking** using Salesforce **Data Mask** and **Shield Encryption tool**
* Experience in **validating the data across the systems** for huge **data migrations** from legacy application to **salesforce platforms by extracting** the required data from other environments
* Knowledge on BDD and TDD Framework
* Experience in **Salesforce administration**, configuration, Implementation, and Support of Salesforce CRM applications on both Classic and Lightning interfaces
* Working experience on **Sales, Service and Marketing Cloud in salesforce.com** which includes workflows rules, Flows, Process builder, Platform events etc.
* Experience on **Data Migration tools** – Data Loader and workbench
* Experience in implementation of various software change requests created during the **Unit and Integration testing** of the module
* Responsible maintaining the code version in **GITHUB** and scheduling the Test runs using **CI/CD Pipeline through Jenkins and AutoRabit Devops tools.**
* Expert in writing System Test Plans, defining Test Cases, develop and maintain End to End Test strategies, **RTM (requirements traceability matrix)** and procedures according to the Business Specifications.
* Proficiency in Defect management, including Defect creation, tracking, and reporting using Industry standard tools like **Jira, Rally, HP ALM (Quality Center 12.21)** and interacting with development team in fixing bugs
* Responsible and **lead the Defect Triage Calls** with Business users, Development Team and QA Offshore teams
* Capable of Handling multiple Projects/Modules simultaneously
* Responsible for preparing the **QA Sign off and Closure Documents**
* Working knowledge on Salesforce Lightning Web Components. Developed some applications on my personal salesforce instance –

**BMI Calculator** - <https://sundeep-dubbaka-dev-ed.develop.my.site.com/bmi-calculator>

**Alarm Clock -** <https://sundeep-dubbaka-dev-ed.develop.my.site.com/alarm-clock>

* Expertise in generating status reports and reporting to all the stakeholders
* Able to work collaboratively with team members, developers, and other team members in testing complex projects and in the overall enhancement of software product quality

**Certifications**

* Salesforce Certified Platform Developer I – 19796361
* Salesforce Certified Platform App Builder - 17931509
* Salesforce Certified Administrator – 2084620
* Salesforce Sales Cloud Consultant Certified – 2981115
* Salesforce Service Cloud Consultant Certified - 3023589
* AWS Cloud Practitioner - 666310
* PSM 1 Scrum Certified – 45384

TrailHead - <https://trailblazer.me/id/sundeepdn>

**ACADEMIC**

**Bachelor of Engineering** in Electrical and Electronics Engineering, **Osmania University**, India

**IT SKILLS**

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| **Operating Systems** | Windows Platform |
| **Methodologies** | Agile, Waterfall |
| **Cloud Technologies** | Salesforce.com, Amazon Web Services (AWS) |
| **Scripting / Programming Languages** | VB, Apex, Javascripting, C++, Java |
| **Defect Management/ Agile Tools** | Jira, Rally, HP ALM(QC), Bugzilla 3.0, Clear Quest |
| **Database** | Couchbase, Microsoft SQL Server 2005, Netezza, Postgres |
| **Tools** | Salesforce Data Loader, Salesforce Workbench, Visual Source Safe, Clearcase, GitHub and MS Visual Studio, Rally, Sharepoint, Eclipse IDE, SoupUI, Informatica, Talend, Mulesoft, Jenkins, Github, Autorabit, Shield Encryption |
| **Automation Tools** | Selenium IDE, Selenium Web Driver, Postman, ReadyAPI, TestNG, Maven |

**Professional Experience**

**Western Union – Denver (Contractor)**

**Project :** Agent Implementation Management/ AS400 to Salesforce Migration

**Location :** Denver, Colorado

**Duration :** Nov -2014 to till date

**Role :** E2EQA TestLead Engineer (Onsite)

Employer : IQ Spectra Inc

**Responsibilities:**

* Requirement gathering, Requirement prioritization, Analysis, Developing and implementing test plans, test cases and test processes
* Preparation of ITCP (estimates for each release)
* Analyse the user stories, design documents, interact with multiple stakeholders which includes Business Analysts, Business Users and Development teams and convert the requirements to test scenarios
* Played a key role in coordinating with Offshore Team and understanding them the requirements
* Prepared Testcases and conduct regular reviews of test scenarios, test Cases written and executed by Offshore
* Developed and maintained the E2E functional/UI automation framework and test suite which is built on Selenium TestNG test framework using Java language with POM design pattern
* Performed API testing using Salesforce Workbench, ReadyAPI, Postman tools
* Performed testing of backend services and postgres Database on AWS Cloud
* Lead the E2E Integration Test cycles (Salesforce/AWS / Talend/ AS400)
* Troubleshoot the integration issues by analysing the logs (Salesforce Process Builder/Platform Event based callout logs, Salesforce debug/bulk logs, Mulesoft, AWS CloudWatch, Kafka Messages, Talend Logs)
* Test the process flows developed on Sales/Service/Marketing Cloud
* Created E2E Workflow process in Jira for the complete release cycles
* Maintain QA Sandbox and create the new users as per business request with appropriate role and profile
* Validate the data encrypted and data mask fields which are identified as PPI fields enabled through Salesforce Data Mask tool in lower environments
* Import and extract the test data using Salesforce Dataloader and validate the data with respective given mappings across the systems
* As part of End to End testing, extract the required test data from other applications to test the functional process in salesforce
* Responsible for management of test data by coordinating with other application teams
* Responsible for creating the defects and assign them to respective Development Team
* Responsible for preparing of Test Strategy Plan at the start of each release and conduct review meetings with respective stakeholders.
* Publish the QA daily status tracker report to all stakeholders and created a detailed status reports in Jira
* Responsible in supporting Devops continuous testing using AutoRABIT and Jenkins tools based on project configuration
* Drive and lead the QA/UAT Defect Triage calls for each release
* Liaison UAT testing and coordinate with the UAT testers
* Performed Sanity, GUI, System Testing, Database, Integration testing
* Communicate with other team’s members (Development Team, Technical Support, Business Support) in identifying the root cause of the observed issues
* Investigated software bugs and maintained reports, track defects and interfaced with the programming team to resolve technical issues and ensuring data integrity and Quality
* Created Document of Understanding with complex E2E Functional and Business flows
* Executed this project in Agile SCRUM Methodology that involves the iterative development methodology

**Environment: Salesforce.com, Sales Cloud, Service Cloud, Marketing Cloud, AWS, Dataloader/Workbench, Jira, Sharepoint, Selenium, Eclipse, Postman, Conga, Docusign, Mulesoft and Talend, Salesforce Partner Community, Github, Jenkins and AutoRabit**

**Western Union – AIM - Apptus Contract Management**

**Duration :** Dec -2013 to Oct – 2014

**Location :** Hyderabad, India

**Role :** Salesforce Admin

Employer : CMC Limited

**Responsibilities:**

* Implement the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development methodology
* Involve in Design and development of Workflow Rules, Triggers, Validation Rules, and other customizations with Salesforce.com
* Configure Reports for Custom Objects and associated them to Dashboard
* Use SOSL and SOQL Queries during the data migration and custom development
* Requirement gathering and review, prioritization of requirements with business
* Prepared Project plan with detail milestones and target dates
* Approach document preparation
* Design document preparation and review with business and other interface applications
* Create Objects and fields, Relationships and Record Types, Page Layouts, Profiles and Assignments Rules
* Responsible for Data load operations using Salesforce’s Apex Data loader
* Work on the User Entitlements and role hierarchy for Salesforce.com
* Configure and Maintained the Sandbox Environment for easy facilitation of Development and QA Activities
* Maintain and enhance the integrations with Informatica cloud
* Analyse the Scope of the Requirements, and avoiding Scope Creep
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team
* Review the test cases provided by the QA team, and providing feedback
* Involve Level-2 support for some applications to resolve show stoppers by working with the Dev team

**Environment: Salesforce.com, Force.com IDE, Developer Console, SOQL, Apex, Visual Force, Force.com Data Loader, Github, HP ALM, Conga, Docusign, Selenium IDE, Rally, Informatica,**

**GE Transportation – India**

**Title** : RailEdge Train Control System

**Location :** Hyderabad, India

**Duration** : Jan -2010 to Oct-2013

**Role** : ApplicationDeveloper

Employer : CMC Limited

**Responsibilities**:

* Developed the Alarm Viewer Module
* Designed the UI Track Layout Screen
* Configuration of Point Database
* Involved in Product Enhancements
* Performed Unit Testing, Smoke Testing
* Fixed the Software Change Requests
* Performed Integration Testing using Software Simulator Tool

**Environment**: V**C++(MFC), MS SQL, VB Scripting, VS2005, Windows Server 2003, MS Sqlserver 2005, Clearcase**

**Indian Railways - India**

**Title** : SETSS (Standard Electric Traction Scada Software) Product Enhancement and Support

**Location :** Hyderabad, India

**Duration** : July 2008 to Dec 2009

**Role** : ApplicationDeveloper

Employer : CMC Limited

**Responsibilities**:

* Played a key role in making the product more reliable and stable.
* One of core members in product enhancements and product maintenance.
* Fixed the issues reported by client as part of project support.
* Solved the critical the hot-standby switchover redundancy problems of HOST Server and FEP modules.
* Fixed the bugs related to Reports module.
* Developed new application to generate reports in MS Excel Sheet solving old reports issues.
* Developed the Back-up utility application for SETSS.
* Involved in Code Review.
* Provided technical and product support for all the regional teams.
* Provided support in giving Demo's on SETSS Product to client

**Environment**: V**C++(MFC), VS2000, Windows Server 2003, Clearcase**