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Srividya P

# PROFESSIONAL SUMMARY:

* Overall 14+ years of IT experience with expertise as Salesforce Business Analyst, QA and Administrator skills.
* Understanding and defining the scope of the project by collaborating with the Product Owner and Business stakeholders.
* Work closely with the Business users and Product Owners to gather requirements for the Salesforce application.
* Drafting all the business requirements into product backlog items in Jira & Rally tool with high level details.
* Convert business requirements into high level requirements and prepare use case designs.
* Expertise in **Salesforce Administration and Configurations.**
* Hands-on expertise on data analysis through reports & Dashboards
* Experience in **Siebel Administration** experience.
* Expertise in **SFDC testing**, **CPQ testing**, Siebel CRM testing, Functional testing, **Mobile Testing**, Web Application testing, UI testing, and Integration testing and **Database testing.**
* Expertise in requirement analysis, test planning, test design, test execution, defect management, and test closure report.
* Experience in working collaboratively with designers/developers through discussions on requirements, acceptance criteria, defect resolution etc.
* Participate in all Scrum ceremonies which are Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.

# CERTIFICATIONS:

* Salesforce Certified Business Analyst
* Salesforce Certified Administrator
* ISTQB Certified Tester - Foundation Level
* Oracle Certified Associate (Oracle 9i PL-SQL Developer)

# EDUCATION

|  |  |  |
| --- | --- | --- |
| **Title of the Degree with Branch** | **College/University** | **Year of Passing** |
| Bachelor of Engineering in Information and Technology | MVSR Engineering college, Osmania University,  Hyderabad | 2007 |
| Intermediate | Narayana Junior College | 2002 |
| SSC | Sri Aurobindo International School | 2000 |

**TECHNOLOGY LANDSCAPE USED IN PROJECTS**

|  |  |
| --- | --- |
| **Databases** | Oracle 9i |
| **Product Packages** | SFDC, CPQ |
| **Tools** | FACETS, PROVAR, Selenium, Navigator Application, POSTMAN |
| **Test Management Tools** | HP ALM, RQM, JIRA, PROTON |

# PROJECT #: LIVE SPORTS

Client Perform Group

Technology Sales force

Tools JIRA

Team Size 5

Role Salesforce BA/QA

Duration Jan 2018- Till Date

# Project description:

Perform Group is a leading digital sports content and media group. It is a holding company of a group of digital media enterprises. Its operating division includes content distribution, subscription, advertising and sponsorship, and technology and production.

Goal of the LIVE SPORTS is to develop Branded Customer Community Portal that will offer customers self-service through rich Knowledge, Cases Management, Live Chat and simple Subscription services (cancellation, payment method changes). Enabling Service Cloud providing Case Management, Knowledge, Email to Case for approx. 20 to 30 internal users. Integration with an external team to set up customer community users in salesforce. Integration with Zuora to change payment method, customer account status, customer subscription.

Process model: Agile

# Roles and Responsibilities:

* Understand business requirements and prepare user stories to create deliverable action insights.
* Participate in all Scrum ceremonies which are Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.
* Work closely with the Business users and Product Owners to gather requirements for the Salesforce application.
* Configuring workflows, validation rules, permission sets, IP login restrictions, Sharing rules, profiles.
* Functional testing of the Salesforce application as per the business requirements and log defects in Jira/Rally tool.
* Configuration of Case management functionality related to Service cloud.
* Creation of Knowledge Articles in salesforce
* Configuration of Email templates
* Involved in giving KT sessions to new members in the team.
* Supported team members in their delivery in the stringent timelines.
* Involved in testing Case Workflows for different country users.
* Involved in testing Case escalation rules for different country users.
* Involved in testing Case Assignment rules for different country users.
* Testing of Live chat Functionality as part of Service cloud
* Involved in data creation of accounts and users from external applications (Massive, Zuora, Communicator) and from salesforce.
* Manual Creation of Cases in salesforce
* Involved in testing of email to case and web to case functionalities.
* Involved in testing Field level security, page layouts, permission sets, Manual sharing etc. for different profiles and roles.
* Involved in creating community user creation using workbench.
* Involved in mobile testing of DAZN application.

# PROJECT : SANDOZ- COAST APPLICATION

Client Novartis

Technology Sales force

Tools Proton, JIRA

Team Size 6

Role Salesforce QA/Admin

Duration March 2017 – Dec 2017

# Project description:

This project is about implementation of one Stop portal for Study Management and Clinical Vendor Management globally available. Also involves transformation of Excel-based tracking of Sandoz Clinical Studies and Vendors to SFDC which is GxP Compliant solution with Ability to meet Audit requirement/ compliance and delivering efficient notifications of key events.

Audit requirement/ compliance and delivering efficient notifications of key events. Process model: Agile

# Roles and Responsibilities:

* Understand business requirements and prepare user stories to create deliverable action insights.
* Participate in all Scrum ceremonies which are Sprint Planning, Daily Scrum, Sprint Review and Sprint Retrospective.
* Create test plans, test cases, and gather test data to test the product in the lower environments before it moves to production.
* Conduct data profiling and data validations based on the functional and technical requirements.
* Create and track the defects in HP ALM tool if there are any issues identified in the product.
* Creation of Role/Profile based access to the COAST application.
* Configuration of Case management functionality related to Service cloud.
* Configuration of Email templates
* Creation of Reports and dashboards in COAST application
* Capturing of Audit trial of the changes made in the application.
* Creation of list views

**P ROJECT : OPERATIONAL MAPPING AND REPORTING TOOL**

Client Thermo Fisher

Technology Sales force, CPQ

Tools JIRA, ALM

Team Size 3

Role QA Lead

Duration April 2016 – Feb 2017

# Project description:

A Clinical Trials Division operational mapping and reporting solution that enables accurate, timely and efficient alignment of quoted services with delivered operational activities to ensure maximized revenues. The main objective of the Project OMAR, or the Operational Mapping and Reporting tool, is to develop a web-based application that will provide a mechanism to link specific lines on a quote with specific operational activities. It will eventually be used by all project managers within CTD at all locations for all services. It is a user interface to support project management identification of billing activity.

Process model: Agile

# Roles and Responsibilities:

* + Leading the testing team
  + Understanding the Business and Software requirements and gathering testable requirements
  + Test Scenarios identification, test case preparation, Test case reviews and approval etc.
  + Execution of Test cases, capturing, reviewing, and analyzing test results. Raising the defects and tracking for its closure.
  + Involved in the Smoke test, Functional test, Regression testing.
  + Supported team members in their delivery in the stringent timelines.
  + Integration testing between CPQ and OMAR tool
  + Web testing of OMAR application

# PROJECT : UNIVISION

Client Univision

Technology Sales force

Tools JIRA

Team Size 7

Role Senior Test Analyst

Duration June 2015- March 2016

# Project description:

Goal of the ‘SMART Upfront Phase III’ is to restructure SMART application for efficient navigation and enhance SMART upfront reporting system based on clients’ feedback.

SMART Upfront Reporting System was launched to facilitate easy generation of often-used upfront reports and to provide an ad-hoc environment for analytics reporting. The tool allows for quick and easy access to the lowest granularity of SMART Upfront data.

Sales and Analytics users have identified the SMART application improvements and new reporting requests.

Process model: Agile

# Roles and Responsibilities:

* + Understanding the Business and Software requirements and gathering testable requirements
  + Involved in Test Scenarios identification, Test case preparation, Requirement Traceability matrix.
  + Involved in preparation of Unit test cases and Execution of the same.
  + Functional Testing, Validating triggers and workflows.
  + Regular interactions with onsite for clarifications, reporting defects on a regular basis and verification of reported bugs raised by the other team member.
  + Sharing Test Execution status report to client on daily basis.
  + Supported team members in their delivery in the stringent timelines.
  + Responsible for setting the client & team expectations.
  + Active Involvement in client interaction for project testing
  + Involved in the functionality testing of Applications.

# PROJECT : Business Transformation Sales

Client KeyBank

Technology Sales Force

Tools HP ALM

Team Size 8

Role Senior Test Analyst

Duration Aug 2013- May 2015

# Project Description

CE Desktop provides 360 view of a customer in KeyBank. This is because the entire information related to a customer is brought from all legacy systems and third-party applications of KeyBank. This helps key bank employees to provide sales and services to customers with ease from one single point. This application is intended for users working at Key Employees\Contractors, Call centers. This application holds the entire customer information of Business and Contacts.

Process model: Waterfall Model

# Roles and Responsibilities:

* + Active Involvement in client interaction for project testing
  + Involved in requirements gathering and requirements analysis.
  + Involved in preparation of Test plan and Test strategy.
  + Active involvement in testing and test designing phase.
  + Involved in the functionality testing and regression testing of Applications.
  + Involved in updating test cases and raising defects in the Quality Center.
  + Involved in preparation of RTM.
  + Preparing test plan and test deliverables.
  + Analyzing the CR (Change Request) and Functional requirements.
  + Providing KT for new joiners and helping them to understand the business requirements.
  + Interacting with end clients for requirement clarifications and daily status

# PROJECT : - ICD-10 Custom Code Remediation

Client MVP

Technology .Net, JAVA

Tools FACETS, HP ALM

Team Size 3

Role Senior Test Analyst

Duration April 2012- July 2013

# Project description:

MVP Health Plan was founded in 1983 as Mohawk Valley Physicians Health Plan. Also known as MVP Health Care.

MVP Health Care is a nationally recognized, regional not-for-profit health plan providing benefits to about 700,000 most valuable people across New York, Vermont and New Hampshire, creating healthier communities. The company provides health insurance and employee benefits to its members offering a variety of plans including HMO, PPO, indemnity coverage, dental plans Medicaid and Medicare Advantage plans.

Process model: V Model

# Roles and Responsibilities:

* + Understanding the Business and Software requirements and gathering testable requirements
  + Involved in preparation of Test plan.
  + Involved in Test Scenarios identification, Test case preparation, Requirement Traceability matrix, Test data preparation (using Facets application), Test case reviews and approval.
  + Execution of Test cases, Capturing and reviewing Test results, raising the defects and tracking for its closure through ALM.
  + Reviewing Test Case Design and helping the team professionally during the Design and Execution Phase.
  + Functional Testing, Validating Data using SQL queries.
  + Regular interactions with onsite for clarifications, reporting defects on a regular basis and verification of reported bugs raised by the other team member.
  + Involved in Defect raising and defect retesting in ALM.
  + Sharing Test Execution status report to client on daily basis.
  + Defect Root cause Analysis
  + Prepared Test Summary/Closure documents and reported to client.
  + Supported team members in their delivery in the stringent timelines.
  + Responsible for setting the client & team expectations.
  + Active Involvement in client interaction for project testing
  + Involved in the functionality testing of Applications.
  + Involved in Extract validation.

# PROJECT : MVP Healthcare – Provider Self Service

Client MVP

Tools FACETS, HP ALM

Team Size 2

Role Senior Test Analyst

Duration Dec 2011 – March 2012

# Project Description:

There exists an opportunity to enhance MVP’s Provider portal to address the concerns of the Provider community with respect to ease of use and effectiveness. This enhancement will help in reducing the customer call center’s call volume and improve Provider satisfaction. The business objectives of this project is to Enhance the Claims Inquiry screen to help the providers review and

track the claim status and Enhance the Eligibility & Benefits Screen to assist the providers in inquiring the member’s eligibility and benefits.

Process model: V Model

# Roles and Responsibilities:

* + Analyzing the requirement and Design documents.
  + Involved in preparation of Test plan.
  + Active Involvement in client interaction for project testing
  + Involved in the functionality testing of Applications.
  + Active involvement in test design and test execution phase.
  + Involved in Defect raising and defect retesting in ALM.
  + Involved in preparing Daily status reports for Provider Self Service project.
  + Involved in test data preparation for UAT testing.

# PROJECT : Navigator Application Testing

Client Coventry

Technology IDX application

Tools Navigator application, ALM

Team Size 2

Role Test Analyst

Duration Feb 2010 – Nov 2011

# Project Description

Coventry serves more than 5 million members in all 50 states across a full range of products and services including group and individual health insurance, Medicare and Medicaid programs, and coverage for specialty services such as workers’ compensation. Coventry is committed to delivering these products and services to an ever-widening base of customers. Coventry has the expertise, the experience, and the agility to craft the new products, the new processes, and the new services needed to make healthcare more accessible and affordable to all Americans.

Navigator is a Windows-based IDX interface. This system provides a friendly and efficient method to view data contained in IDX and to document customer encounters. Navigator and IDX have been designed to function together as an interface to IDX stored information and to display IDX information in an easy-to-read format. Navigator also provides a means to document, track, and report encounters, record tasks, enter appeals and generate letters.

The new functionalities that are added to existing navigator and tested as part of HIX are:

Search member through new member search and loading the member 3D view screen.

Call center workflow involving different sections in member 3D View like Member, Benefits, wellness, MOS.

Prompts and Triggers which includes the types of prompts and their functionality in member 3D view.

Security functions for different users using the Admin Utility tool.

MOS Integration involves the flow of data from My online services section and Navigator and the use of Treatment Cost Calculator.

Viewing HIX member information through Health Plan Service (HPS) Process model: Waterfall Model

# Roles and Responsibilities:

* + Responsible for handling a team of 3 members for Coordination process compliance and Sub Project completion.
  + Active Involvement in client interaction for project testing
  + Involved in requirements gathering and requirements analysis.
  + Active involvement in test design and test execution phase.
  + Involved in Defect raising and defect retesting in ALM.
  + Involved in the functionality testing of Applications.
  + Involved in preparing Daily status reports and weekly status reports for A830 navigator project.
  + Involved in preparing HIX metrics for all the projects in Core apps.
  + Involved in preparing Defect reports for Core apps.

# PROJECT : Excellus Health Care Project

Client Excellus

Technology .Net

Tools Facets, HP ALM, RQM, CQ

Team Size 10

Role Test Analyst

Duration Nov 2008 – Jan 2010

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# Project Description

Excellus BlueCross BlueShield, headquartered in Rochester, NY, is part of a $5 billion family of companies that finances and delivers health care services across upstate New York and long-term care insurance nationwide. For Excellus Business Workflow, Trizetto Company developed a centralized database tool, which is known as ifacets. Project includes testing of Claims using Facets application.

Process model: Waterfall Model

# Roles and Responsibilities:

* + Active Involvement in client interaction for project testing
  + Involved in requirements gathering and requirements analysis.
  + Involved in preparation of Test plan and Test Summary report.
  + Involved in the functionality testing of Applications.
  + Involved in updating test cases in Rational Quality Manager (RQM).
  + Involved in preparation of RTM.
  + Preparing test plan and test deliverables.
  + Analyzing the CR (Change Request) and Functional requirements.
  + Providing KT for new joiners and helping them to understand the business requirements.