

Primary Skill: Salesforce (**Must have skill - QA Salesforce**)

Job Description

- **1-3 years of relevant experience in Salesforce Testing.**
- Proven experience as a Salesforce Quality Assurance Engineer in a SaaS or technology company.
- Experience with DevOps tools, change sets, or deployment management.
- Excellent communication skills and ability to collaborate with cross-functional teams and stakeholders.
- Strong analytical and problem-solving abilities.
- Salesforce Administrator or greater certification is a plus.
- Knowledge of testing integrations, end-to-end system processes.
- Demonstrated ability to think outside the box.
- Define Salesforce testing strategy, develop and analyze test plans, create and execute tests, communicate issues/findings, manage defects, document test results, generate test reports, conduct release readiness reviews, and review documentation
- Test planning and test execution of Salesforce Apps, Sales Cloud, Service Cloud, Community Cloud, Manufacturing cloud, Salesforce integrations and Lightning upgrades
- Analyze requirements, design documents and use cases in order develop, modify and execute test cases/scenarios to ensure functional requirements have been satisfied
- Ability to manage defect reporting and test execution tracking utilizing tools such as Jira,
- Work with developers and business analysts in a team oriented, collaborative environment to ensure quality throughout the development cycle
- Participate in all project related meetings, knowledge sessions, etc.
- Maintain documentation of test results and execution status to communicate to IT stakeholders, PM, BA, Dev, Service Manager and Service Team Lead
- Tracks quality assurance metrics such as test execution %, first time pass rate, defect densities and defect counts
- Ability to meet deadlines, deliverables, accept and manage changing priorities and address issues quickly and professionally
- Stay current on progressive technologies/self-motivation to learn new methodologies and techniques that will enhance job performance
- Coordinate and collaborate with on and offshore team members to ensure continuous delivery of work and process adherence
- Provide guidance, support, and mentoring to junior testers
- Review requirements specifications to provide timely and meaningful feedback.
- Help define, improve and implement test processes and tools.
- Strong understanding of Agile/SCRUM methodologies
- Perform thorough regression testing when bugs are resolved.
- Create test coverage documentation, test execution plans, and metrics reports.
- Create, organize, and maintain test plans, test suites, and test cases based on project requirements and acceptance criteria, and to identify and prioritize manual test cases for automation.

General Requirements

- Interest in taking ownership on products and projects.

- Flexibility to meet continuously changing priorities and challenges.
- Needs to possess excellent communication and people skills.
- Ability to multitask, meet deadlines and stay calm under pressure.
- Interest in studying and learning new things.