



Nahid Hasan

Salesforce Technical Consultant & QA Automation Engineer

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[LinkedIn](#) | [GitHub](#) | [Portfolio](#)

Summary

Salesforce Technical Consultant with hands-on experience automating business processes and ensuring quality delivery. Reduced manual data processing time by 60% through Flow Builder automation and achieved 99% data accuracy in testing processes. Proven expertise in end-to-end QA automation and Salesforce configuration.

Skills

- **Salesforce:** Lightning Experience · Flow Builder (record-triggered, screen flows, decision/loop logic) · Data Loader · Security (Profiles, Permission Sets, Role Hierarchy) · SOQL · Apex
- **Testing:** STLC/SDLC · Test Case & Plan Design · Functional/Regression/Smoke/Sanity · API Testing (Postman, Collections, Env Vars) · Bug Reporting & Triage · Test Data Design · Exploratory Testing · TestRail · Allure Reports
- **Automation:** JavaScript · WebdriverIO · Page Object Model (POM) · npm scripts
- **Web/DB:** PHP (Laravel), JavaScript, HTML, CSS, Bootstrap, MySQL, PostgreSQL
- **Tools & Collaboration:** Git/GitHub · Agile/Scrum · Google Workspace/MS Office · Power BI

Experience

GFGG IT Solutions — Salesforce Technical Consultant (Level 1)

Jul 2025 – Present · Rajshahi, Bangladesh

- Build and maintain business process automations using **Flow Builder** (record-triggered & screen flows with decision branches and loops) reducing manual processing time by 50-70%.
- Manage object data with **Data Loader** (bulk CSV import/export) and validate relationships & field-level security.
- Configure org security (**Profiles, Permission Sets, Role Hierarchy**); document admin changes and test impacts.
- Partner with devs/testers to verify acceptance criteria and log issues with clear repro steps resulting in 90% first-time acceptance rate.

GFGG IT Solutions — Salesforce Technical Consultant Intern

Apr 2025 – Jun 2025 · Rajshahi, Bangladesh

- Executed and practiced core Admin/Dev tasks in Dev Org: Lightning setup, Flow automations, object schema, and data management.
- Wrote concise runbooks for reproducible configurations and sandbox hygiene.
- Assisted with test execution against business requirements; captured observations and defects

Business Automation Ltd — QA Intern

Jun 2024 – Oct 2024 · Rajshahi, Bangladesh

- Executed **API test cases** using **Postman**, performed request/response **validation**, and **tracked defects** based on **STLC** processes.
- Designed and maintained **test cases and test plans** for functional and regression testing.
- Worked collaboratively using **Git and Agile methodologies**, ensuring structured development.
- Gained exposure to **Laravel-based application development** to understand backend workflows and API behavior.

Projects

SauceDemo — E2E Test Automation

[GitHub Link](#)

- Built WebdriverIO E2E framework with Page Object Model and CI-ready npm scripts. Reduced test run time by 30% via parallelization and provided Allure reports for traceability.
- Integrated Allure Reports for traceable execution insights across core e-commerce flows.
- Configurable via wdio.conf.js and environment variables; structured for easy test data extension.

Technologies: JavaScript, WebdriverIO, POM, Allure

Evershop Demo: Search Functionality Testing

[GitHub Link](#)

- Developed and executed **28+ test cases** for API and UI search functionalities, achieving a **68% pass rate**.
- Identified and reported **8 critical defects**; conducted **7 happy path tests**, all of which passed.
- Utilized **Postman for API testing** and **Excel for documentation**.

Technologies: Postman, API Testing, Test Case Design, Bug Reporting, Manual Testing, UI Testing

Attendance App – Teacher Dashboard

[GitHub Link](#)

- Created a **responsive dashboard** for teachers to mark attendance efficiently.
- Implemented **data validation & error handling**, ensuring **99% data accuracy**.
- Designed an intuitive UI using **Bootstrap** for better usability.

Technologies: PHP, Laravel, MySQL, HTML, CSS, JavaScript

Education

Varendra University — B.Sc. in Computer Science & Engineering (CSE)

Jan 2020 – Feb 2024 · **CGPA: 3.70/4.00 (First Class)**

Courses and Certification

- **SQA: Manual & Automated Testing — Ostad, 2024–2025**
- **SQL Advanced (Assessment) — HackerRank**
- Prompt Engineering for ChatGPT — Vanderbilt University (Coursera), Jun 2024
- Software Quality Assurance & Testing — Talha Training, Apr 2024
- **Machine Learning Training — Varendra University, Sep 2023**

Languages

- **Bengali:** Native.
- **English:** Intermediate (CEFR B2 – Listening, Reading, Writing).