NAVEEN KUMAR PASUPULETI

📞 +91-94903 80061

✉ pasupuletinaveen.qa@gmail.com

PROFESSIONAL SUMMARY

Highly motivated and results-driven Salesforce QA Engineer with 3.9+ years of experience in Salesforce Quality Assurance, Automation, and Manual Testing. Expertise in testing Sales Cloud, Service Cloud, and Financial Services Cloud, ensuring high-quality, stable, and efficient Salesforce applications. Proficient in Selenium WebDriver, WebdriverIO, and Playwright with TypeScript, with strong experience in Agile methodologies, SDLC, and STLC. Adept at business requirement analysis, test planning, test case design, automation scripting, and data migration testing. Seeking to leverage Salesforce QA automation expertise to enhance software quality and user experience.

PROFESSIONAL EXPERIENCE

Capgemini Technology Services India Limited
Consultant (Jan 2023 – Present)
Associate Consultant (May 2021 – Dec 2022)

Project: Augur - Complaint Management Operating System (CMOS)

Overview: Augur is a **Salesforce Service Cloud-based** complaint management system designed to handle customer, non-customer, and systemic complaints efficiently using the **Case object**. It provides a **centralized platform** for recording, tracking, and resolving complaints.

Key Responsibilities & Achievements:

• **Salesforce QA & Automation:** 3.9+ years of experience in Salesforce functional, regression, and automation testing, ensuring seamless workflows and integrations across Sales Cloud, Service Cloud, and Financial Services Cloud.

• **Test Automation Expertise:** Developed Selenium WebDriver, WebdriverIO, and Playwright automation frameworks using Java and TypeScript, reducing manual test effort by 40%.

• **WebdriverIO to Playwright Migration:** Successfully migrated WebdriverIO automation tests to Playwright with TypeScript, improving test execution speed by 50% and enhancing script maintainability.

• **End-to-End Testing:** Conducted Smoke & Shakeout Testing, Progression & Regression Testing, System Testing (ST), System Integration Testing (SIT), End-to-End Testing, and User Acceptance Testing (UAT) to ensure high application reliability.

• **Agile & Feature Test-Driven Development:** Actively participated in Agile Scrum teams, implementing a feature test-driven approach, improving test efficiency and defect detection rate.

- **Business Requirement Analysis:** Worked closely with business analysts and developers to analyze functional requirements, design test plans, and document test cases, ensuring 100% requirement coverage.

- **Salesforce Admin & Data Migration Testing:** Validated Salesforce admin functionalities, including user management, role & profile creation, validation rules, custom objects, and tab configurations. Collaborated with Salesforce & MuleSoft developers for seamless data migration from standard Case objects to custom objects.

- **Defect Management & Reporting:** Tracked, logged, and managed defects using JIRA, ensuring timely defect resolution and maintaining a 98% bug closure rate before production releases.

- **CI/CD & Test Automation Integration:** Integrated automation tests into GitHub Actions and Jenkins CI/CD pipelines, enabling automated regression testing in every deployment cycle.

- **Client & Stakeholder Collaboration:** Presented test reports, coordinated with cross-functional teams, and provided detailed test summary reports (TSRs) to clients, ensuring transparency and improved product quality.

EDUCATION

- **Bachelor of Technology (B.Tech), Jawaharlal Nehru Technological University, Anantapur**

TECHNICAL SKILLS

Salesforce & CRM:
✅ Salesforce CRM | ✅ Salesforce Administrator | ✅ Salesforce QA
Test Automation & Frameworks:
✅ Selenium WebDriver | ✅ WebdriverIO | ✅ Playwright | ✅ Git | ✅ GitHub Actions | ✅ CI/CD Pipelines
Programming & Scripting Languages:
✅ Java | ✅ JavaScript | ✅ TypeScript | ✅ SOQL | ✅ HTML | ✅ CSS
Testing Methodologies:
✅ Agile Scrum | ✅ Feature Test-Driven Development | ✅ Functional Testing | ✅ Regression Testing | ✅ End-to-End Testing | ✅ Data Migration Testing

---

CERTIFICATIONS
- 🏆 **Salesforce Certified Associate**

- 🏆 **Salesforce Platform Developer I**