

# NAVEEN KUMAR PASUPULETI

## Salesforce QA Engineer

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## Summary

I am a highly motivated Salesforce QA Engineer with over 3.10 years of experience in Quality Assurance and Testing. I specialize in Salesforce applications, focusing on automation and manual testing within Sales Cloud, Service Cloud, and Financial Services Cloud. I leverage my skills in Selenium WebDriver, WebdriverIO, and Playwright to drive efficiency in testing processes. My goal is to enhance software quality and user experience

## Experience

### Capgemini Technology Services India Limited

Consultant

01/2023 - Present

- Salesforce QA & Automation: 3.10+ 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
- 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

### Capgemini Technology Services India Limited

Associate Consultant

05/2021 - 12/2022

## Education

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Jawaharlal Nehru Technological University

Bachelor of Technology (B.Tech)

Anantapur

2014 - 2018

## Skills

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Agile, Automated Testing, CRM, CSS, End To End Testing, Functional Testing, Git, GitHub, HTML, Integration Testing, Java, JavaScript, Jenkins, JIRA, Manual Testing, MuleSoft, Salesforce, Salesforce CRM, Scrum, SDLC, Selenium, Service Cloud, SOQL, STLC, TypeScript, UAT, WebDriver, GitHub Actions, Gmail

## Projects

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### Augur

2021 - Present

Augur - Complaint Management Operating System (CMOS)

- A Salesforce Service Cloud-based complaint management system designed to handle customer, non-customer, and systemic complaints efficiently. A centralized platform for recording, tracking, and resolving complaints

## Certifications

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Salesforce Certified Associate

Salesforce Platform Developer 1

Salesforce Certified AI Associate