

Praveen Son

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Profile Summary

- Having **7+ years** of IT experience in **Salesforce Technologies**.
- Domain Expertise in **Financial Services, LMS, Collections** and **Documentation services**.
- Extensive experience in **Test Planning and Execution, User Acceptance Testing (UAT), Defect Management**
- Primary focus on **Salesforce Functional Testing, maintaining** and **supporting** Salesforce applications.
- Experienced in **Salesforce Sales Cloud, Service voice IVR, Chatbot, Salesforce Classic and Lightning Experience**
- Certified **Salesforce Admin and Lightning Experience**
- Worked with **Q2** directly on the action items and Bug fix on production issues
- Experienced in Salesforce configurations such as Case creation, Milestones and Entitlements, validation rules, profiles, and permission sets.
- Having proficient knowledge in Salesforce Application setup activities and salesforce inspector, export and Import
- Experienced in UAT testing, API testing such as Workbench
- Involved in Requirement gathering, Analyse, Design, Treatment execute custom application features and functions.
- Involved in preparing High Level and Detailed Level Estimates for the given requirements and Process Documentation
- Provides prime assistance towards Salesforce application and Visualforce Pages under given direction.
- Co-ordinated and participated in structured reviews and Walkthroughs, Demo, KT sessions
- Successfully handled multiple projects and deadlines concurrently with a proven track record of meeting all project deadlines.
- Highly motivated with the ability to work as a team player as well as work independently.
- Technically savvy and quick learner in emerging technologies, able to quickly assess and utilize the appropriate response to meet the specific needs of business requirements.
- Experienced in Agile and Scrum methodologies.
- Handled the Project Management activities using JIRA and Confluence.

Technical Skills Summary

- Salesforce Apex Jobs, Lightning Components, Lightning Web Components, Apex Triggers, SOQL, Reports and Dashboards, Custom Metadata types, Custom settings, Custom labels, Salesforce Testing, Test Planning and Execution Manual, User Acceptance Testing (UAT), Defect Management Treatments, Regression Testing, Performance Testing, Test Data Management, Cross-functional Collaboration and Agile Methodology, Salesforce Sales Cloud, Salesforce Classic and Lightning Experience, Lead and Opportunity Management, Customization and Configuration, Salesforce Reports and Dashboard, Salesforce Service Cloud Service voice IVR, Salesforce Apex Triggers, Visualforce Pages, Lightning Web Components, Milestones and Entitlements

Collections Activities: Bank statement's, Credit card statements, Credit Analysis, POO, Affidavit, Fraud Analysis, Settlement Campaign's, SCRA, pre-qualification stage, application submission, application processing, underwriting process, disbursement, secondary markets, and loan servicing

Force.com tools: Apex Data Loader, Export

Platforms Windows (10/11/13).

Tools: JIRA, Confluence and MS Word & Excel.

Professional Experience – Adf Data science Pvt Ltd (07-Nov-2018 – 30-Nov-2023)

Project 1

Industry: Financial Services

Client: Personify Financial

Role: Senior Test Engineer (Salesforce)

Description:

American Financial Services provider offering Loan services to their clients and to help climb the credit ladder.

Responsibilities:

- Main task of this role is to involve in **Requirements gathering** from Business Analysts and preparation of design based on the discussion.
- Based on the decided design, **customizations** and **configurations** were done.
- Collaborated with Salesforce developers and business analysts to understand project requirements and functional specifications.

- Worked with **Salesforce standard objects** like Account, Contact, Opportunity, Task and Event.
- Involved in production support activities and resolved major **production issues unit, System testing and Regression testing** for major deliveries.
- Tracked the project deliveries using **JIRA** and created document repository using the Confluence.
- Production implementation tickets are handled in **JIRA**.
- Actively participated in **Agile ceremonies, providing input on sprint planning, backlog grooming, and release management**.
- Developed comprehensive **test plans and test cases for Salesforce applications**, ensuring coverage of all critical functionalities.
- Executed **manual and automated tests**, identifying and documenting defects for resolution. Conducted thorough **regression testing** to ensure the stability of Salesforce implementations.
- Collaborated with business users during User Acceptance Testing (**UAT**) to validate the system against business requirements.
- Provided timely and **detailed reports on test progress, defects, and overall quality** metrics to project responsibilities
- Conducted **user training sessions** to ensure the team's proficiency in utilizing Sales Cloud features, contributing to a smoother adoption process.
- Collaborated with cross-functional teams to customize and enhance **Sales Cloud functionalities** based on business requirements Involved in all phases from Requirement gathering to promoting the changes to production.

Professional Experience – Congruent Solutions Pvt. Ltd (March 2016 – June 2018)

Project 2

Industry: Financial Services

Client: National Business Capital

Role: Process Associate

Description:

National Business Capital helps business owners find, compare, and secure the most competitive financing options they qualify for entrepreneurs to grow their businesses by using capital strategically to seize opportunities and maximize their return on investments (Loan funding financial Operations)

Responsibilities:

Mortgage Underwriting and Fraud Analysis in Salesforce CRM

Mortgage Underwriting:

- **Risk Assessment:** Proficient in evaluating borrower creditworthiness, analyzing financial documents, and assessing risk factors associated with mortgage applications.
- **Loan Eligibility Analysis:** Conduct a thorough analysis of borrower financial profiles, employment history, and debt ratios to determine eligibility for mortgage loans.

- **Communication:** Effectively communicate with loan officers, borrowers, and other stakeholders to gather necessary information and clarify requirements.
- **Decision Making:** Demonstrated ability to make sound underwriting decisions by weighing various risk factors and considering the overall financial stability of the borrower.
- **Documentation Review:** Conduct comprehensive reviews of loan documentation, including income verification, tax returns, and appraisals, to ensure accuracy and completeness
- **Quality Assurance:** Implement quality assurance measures to enhance the accuracy and efficiency of the underwriting process.

Fraud Analysis:

- **Fraud Detection:** Proven expertise in identifying potential fraud indicators in mortgage applications through thorough analysis and investigation.
- **Data Analysis:** Utilize data analytics tools and techniques to identify patterns and anomalies that may indicate fraudulent activities.
- **Collaboration:** Collaborate with cross-functional teams, including risk management and legal departments, to share insights and develop strategies for fraud prevention.
- **Continuous Monitoring:** Implement continuous monitoring systems to detect and prevent fraud, staying proactive in adapting to emerging fraud trends.
- **Training and Awareness:** Provide training to staff on fraud awareness and prevention strategies to create a culture of vigilance within the organization.

Education Summary

- B.com (General) - Tagore College of Arts and Science
Accounting, management, finance, advertising, and business law
- MBA (HR) - University of Madras
Strategic HR management, talent acquisition and retention, training and development, compensation and benefits, performance management, and employee relations
- Certifications: Salesforce Admin and Lightning Experience

Chennai