# SFU_CRT_BDG_Admin_RGB

**Resume**

**Sumedh Deshmukh**

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Objective

Willing to have a challenging position in the field of SFDC where I can enhance my skills and strengths in conjunction with the company’s goal and objectives.

**Summary**

Core Competencies----

* 5+ years of **experience in Salesforce CRM applications as QA Engineer.**
* Good understanding of CRM skills and its basic functionalities.
* Certified Salesforce Administrator having hands on experience on Service and Sales cloud.
* Hands on experience and understanding on admin activities as Fields, Page Layouts, Validations, Workflows, Process Builder, Creating Reports, Custom settings etc.
* Experience On SDLC, STLC, Smoke Testing, Sanity Testing, Re-Testing, Regression Testing, Functional Testing, Integration Testing, End-to-End Testing.
* Proficient in Requirement Analysis, Project/Release planning, Coordination, Schedule and task tracking, Problem analysis, Status reporting, Documentation, Knowledge Management.
* Exposure to automation using **Selenium**.
* Involved in API testing using POSTMAN performing actions GET, POST, PUT and DELETE.
* Worked on Salesforce 1 platform testing the application on IOS and Android devices.
* Experience on Get, Jenkins, Jira, Confluence and VSTS.
* Hands on experience creating **BDD** using Cucumber Gherkin framework.
* Well Versed in Defect Tracking and Bug Reporting using tools Like **JIRA**, **VSTS.**
* Has expertise in Test Case Design, Test Execution, and Defect Management.
* Possess expert level of understanding transformations from requirement documents.
* Well versed with **agile** concepts, attending Retrospective, grooming and Scrum meeting.Ability to Analyze Requirements, Customer Experience, Business Flow from Functional Level.

**Technical Skills :**

Languages : C++, Java

Software Skills : Salesforce, Selenium, Visual Studio Code, PyCharm, GIT.

Tools Used : Zuora, Eclipse, Apex Data Loader, Data Loader CLI,

Force.com IDE, Workbench.

Database : SQL Server

Defect Tool : JIRA-Zephyr, VSTS.

Agile Project Tool: Confluence, VSTS

**Professional Experience**

* Currently working as Quality Engineer-II with **S&P Global Capital IQ.** , **Hyderabad** from Sept 2017 to till date.
* Worked as Software Engineer-QA with **Cloud Lending Solutions, Bangalore** from Oct-2016 till Sept-2017.
* Worked as Jr.QA Engineer with **Optimize IT Systems,** **Kolkata** from Feb-2016 till Oct-2016.
* Worked as Junior Software Tester with **TechnoMile Software Solutions**, **Nagpur** from Mar-2014 till Jan-2016.

**Project Detail**

**Organization : S&P Global Capital IQ**

**Project Name : Mercury**

**Duration : Sept-2017 till date**

**Domain : Banking and Finance.**

Description : Project Mercury is a multiyear effort to align S&P Global divisions around one order –to-cash process, enabled by a new technology solution. Scope includes all divisions’ products and countries.

**Roles & Responsibilities**:

* Requirement gathering of 4 modules such as Opportunity to Quote (OTQ), Order to Renewal (OTR), Invoice to cash (ITC) & Tax.
* Involved in grooming sessions for each sprint.
* Connect with third party vendor and perform testing.
* Preparing BDD test cases using cucumber Jenkins framework and executing them.
* Involved in technical meetings and retrospectives.
* Logged & tracked bugs using VSTS.
* E2E knowledge on Order to Cash (OTC) module.

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**Organization : Cloud Lending Solutions**

**Project Name: Flexi**

**Duration : Oct-2016 – Sept-2017**

**Domain : Financial Services (Loan product)**

**Description** : Flexi Group is a leading provider of finance products and payment solutions to consumers and businesses through a network of retail and business partners. Flexi is on end-to-end cloud based Salesforce platform to manage the “start to finish” lifecycle of the application, customer service/lifecycle, collections and back-office operations.

**Roles & Responsibilities**:

* Studying and understanding of functional requirements.
* Involved in creating and executing test cases, logging defects using Jira-Zephyr tool.
* Involved in technical meetings for requirements.
* Worked on third party tools like Jumio for ID verification, Docu-sign, Chargent, SMS-Screen Magic
* Participated in several meetings related to improvement/enhancements.

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**Optimize IT Systems, Kolkata**

**Project: NEP**

**Client: Hughes Networks**

**Designation**:-Jr.QA Engineer

**Description:**

The NEP Provides the internal Business Pages and services for the CSR (Customer Service Representative) to take the Order from the user (in our case we are accepting the order as bulk from CSV File) and form the data accordingly to our objects to make the order clear and more reachable to the data once if the respective user asks for the details of his/ her own order. This project includes customization and integration with third party apps like: Conga Composer, Echo Sign, Strike Iron, DSS. Project is based on Agile Methodology on Service & Sales Cloud Implementation.

**Roles and Responsibilities:**

• Understanding the Data Model and verifying the application as per the design and requirements.

• Preparing and executing the Test Cases.

• Performed Integration testing, System testing and Regression testing.

• Logging defects in Jira and providing status report.

• Followed the Agile process and completed the testing within the scheduled release date.

• Involved in daily scrum calls, focusing on targets & achievements.

• Ensuring daily and weekly status will send to client on time and updating BME.

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**Organization : TechnoMile Software Solutions**

**Project Name : Enterprise DB**

**Duration : Mar-2014 to Jan-2016**

**Domain : Enterprise solutions**

Description : Worked on Cases functionality for Ticket creation on Auto-response, Assignment and Escalation rules using CC User and Admin

**Roles & Responsibilities**:

* Verifying the Contact Information with Escalation, Assignment and Auto Response.
* Identifying flaws by creating different cases for different regions.
* Checking the Auto-Response, Ticket Region, Email notification.
* Estimating and forecasting user stories as a part of SCRUM
* Implementing Email-to-case along with customized email functionality.

Support for training of agent.

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**Organization** **Techno Mile Software Solutions, Nagpur**

**Project**: **Ultramobile: Salesforce 1 platform**

**Duration**: **March 2014 – January 2016**

**Description**: Ultra Mobile is an International Calling project containing international calling cards. Dealer is having many international calling cards. The Sales Rep is the person who visits the dealer to know the sale of cards so he carries a survey on his tab for that he selects many links to know the sale of cards.

**Roles and Responsibilities: -**

• Understanding the requirements and preparing the Test Cases.

• Executing the Test Cases and Logging defects

• Performed functional and regression testing.

• Worked on Salesforce 1 platform testing the application on IOS and Android devices.

**Awards & Achievements**

Awarded Bronze Award for exceptional work and impressive contributions in the category of ‘TECHNOLOGY’.

**Educational Qualifications**

Masters in Computer Application, 2010-13 from Sinhgad Institute Pune with 64%

**Personal Detail**

Name : Sumedh Deshmukh

Date of Birth : 02-01-1989

Passport : J3366965

Martial : Married

Present Address : Kondapur, Hyderabad.

I hereby declare that the above information is complete and true to my belief.

Date: Signature: