**Asma Shaikh**

**Phone: +66- 917859274**

**Email Id:** [**asmashaikh.tr@gmail.com**](mailto:asmashaikh.tr@gmail.com)

***Professional Summary***

Over 12+ years of experience in **Software Testingwith** strongCRM domain knowledge (**Sales Force–Sales & Service Cloud, Salesforce -Avaya Integration (IVR Testing), Salesforce CPQ, Siebel – Order to Cash & Clarify – Call Center Case Management App).**

1. Senior QA Engineer, VMware Software India Pvt. Ltd. from May 2011 to Nov 2018.

2. Sr. QA, Adobe Systems India Pvt, Ltd. from Jan 2011 to May 2011.

3. QA Engineer, Thomson Reuters(International) Pvt. Ltd from July 2006 to Jan 2011.

4. Test Engineer, Infosys Technologies Ltd from Dec 2005 to July 2006.

5. TSE, Hewlett Packard from Jan 2004 to Dec 2005.

***Professional Experience***

* Expertise in CRM Domain – **Salesforce.com (Sales Cloud & Service Cloud), Salesforce -Avaya Integration (IVR Testing),Salesforce CPQ**, **Siebel & Clarify**.
* Expertise in **Call Center Case Management – Testing Salesforce – Avaya Integration (IVR Testing), Case Assignment Rules, Deal Score, Rule Scenario, Entitlement, SLA, Email to Case.**
* **Case Management – Integration with Customer Portal/ Partner Portal (SFDC Partner Community)**
* Expertise in **Testing using CLOUD COMPUTING Applications (SFDC Cloud)**- Sales life cycle automation through **SFA(SalesForce Automation) and Service Cloud.**
* **Onsite Work Experience** (Palo Alto- USA, VMware Inc.) for handling QA activities.
* **Salesforce.com Certified Administrator (ADM 201)**
* **Salesforce CPQ trained professional**
* **ISTQB Certified tester**
* Good knowledge of Software Development and Software Test Life Cycle.
* Experience Leading the Offshore- Onsite QA model and Managing the QA team/resources from strategic partners.
* Project co-coordinator experience, worked as an interface between onsite and offshore team.
* Skilled in test planning, QA Estimations, authoring test documents and managing the test activities.
* Hands on experience in testing the SAAS, clientserver and Web Applications.
* Hands on experience in Mobile App Testing [GUI & Functional testing]
* Expertise in Functional testing,Integration, UAT & Regression testing.
* Hands on experience in testing the Sales Force business Process automation (SFA), Campaign Management, Lead Management, Account, Opportunity management ,Lead to Order, Knowledge base management, Workflows, Approval Process, Escalation, Email to Case, Quote, Case Management, Communities(Sites on Force.com), PRM.
* Strong knowledge of QA concepts & methodologies
* Expertise in Metrics collection related to testing and preparing status reports.
* Possess superior skills of problem analysis with exceptional ability to follow project.
* Having good judgmental skills while reporting and prioritizing software bugs.
* Actively initiated & Involved in implementation of the Impact analysis for the regression testing.
* Exposure to SOAP UI Tool (Validating web services using SOAP UI )
* Experience in Data Migration using Salesforce Apex Data Loader tool.
* An effective leader with excellent communication, Negotiation and relationship building skills.
* Mentoring Team members on the product & process.
* Expertise in creating Custom Reports and Dashboards in Salesforce

***Technical Skills***

SAAS Salesforce.com (SFDC)

CRM SFDC –Sales & Service Cloud Suite ( Call center Case Management- Avaya Integration), CPQ, Siebel, Clarify

Data Migration Tool Apex Data Loader

CRM Application **Salesforce- Sales and Service cloud,Salesforce -Avaya Integration (IVR Testing) CPQ - Quote to Cash Siebel (Order to Cash), Clarify (Call Center App)**

Technology J2EE

Testing Functional Testing, Integration, System Testing, UAT, Regression Testing

Defect Tracking Tool CMT (Change Management Tool-SFDC Customized App.), Mercury Quality

Center (QC), BBU Tool, Silk Radar

Database Oracle and MS SQL

Operating Systems Windows 98/XP/2000 Prof, Win NT, UNIX

Version control tools VSS 6.0

***Organizational Experience***

**VMware software India ltd- May 2011 to Nov 2015**

**My Role: SFDC Functional QA Lead**

1. Lead the high performance SFDC Functional QA team of 15members through all phases of product testing.
2. Managed off shore QA resources (FTE & Strategic partner resources) for ensuring timely completion of the test activities.
3. Estimate test execution activities.
4. Prepared, designed and led the test strategy and test Plan for all the projects.
5. Responsible for presenting the test strategy to the internal IT Management – test strategy review board and obtaining the To Go.
6. Participate in the JAD sessions with Business, Dev, and BA and document the business flows.
7. Participate in the BRD and FRD reviews/walkthroughs.
8. Review project requirements and design. Logs requirement/design issues and works with Dev, Business teams to closure.
9. Estimate test execution activities, prepare Onboarding plan and Task distribution.
10. Run FRD Walkthroughs within the QA team to help team members understand the requirements to get the quality test scenarios and Good Test Coverage.
11. Review Test Scenarios and Test cases
12. Mentoring and Guide Team members in understanding and executing the requirements during SIT
13. Work with Business and BA to understand the UAT scope and Run pre- UAT
14. Data set creation for UAT and participation in UAT
15. Handle Escalations and Responsible for providing the Root cause analysis for any defect found during UAT cycle.
16. Support Automation team to understand the Business process/flows to optimize the automation effort.
17. Identifying the impacted areas and updating the regression suite.
18. Generating Reports and preparing Dashboards.
19. Review project requirements and design. Logs requirement/design issues and works with Dev, Business teams to closure.
20. Conduct a range of quality-control tests and analysis to ensure that software meets or exceeds specified standards and end-user requirements.
21. Drafts and revise test plans and scripts by exercising judgment within defined procedures and practices.
22. Create test cases and test data to thoroughly test positive and negative program logic.
23. Log defects and identify course of action and bring it to closure.
24. Document, evaluate and research test results.
25. Represent testing team and work with development, business and environment teams.
26. Responsible for communicating the daily/weeklyProject Status to Business.
27. Responsible for carrying out collaborative testing with EMC, CISCO and VCE LLC.
28. Responsible for preparing and publishing the Root Cause Analysis report for any fall outs during UAT Cycle and Post production.

**Adobesoftware India PvtLtd- Jan 2011 to May 2011**

**My Role: SFDC QA**

1. Participated in the Requirement Review
2. Hands on experience in testing Sites built of Sales force – force.com Platform (Communities)
3. Test Case Authoring , Execution and Defect reporting
4. Publishing QA Status to the Management

**Thomson Reuters (International) Pvt Ltd- July 2006 to Jan 2011**

**My Role- QA Enginee**r

1. Test cases design, Test case execution & defect logging
2. Hands on experience in the Functional testing, Regression testing, Integration testing,and System E to E testing of the SAAS based Sales Tool (SFDC SALES Cloud Application)
3. Coordinating requirements review meeting and interacting with the Onsite Project managers, Dev Team, Business Analysts and Business users.
4. Responsible to capture Risk and Issues.
5. Responsible for preparing effort estimation, Test Plan.
6. Responsible for Test Summary Report, Traceability Matrix, Root Cause Analysis Report, Weekly Status Report, Weekly Dashboard and Readiness Review Report.
7. Generating QA Metrics.
8. Leading the team on daily defects status and progress meetings
9. Distribution of Tasks to team and test co-ordination.
10. Ensure the test schedule is on track.
11. Responsible for collecting the metrics (Effort Variance, Schedule Variance, testing effectiveness etc)
12. Implement Impact analysis for regression testing in order to reduce the regression cycle & reduce the QA cycle time.
13. Introduce the process based on the Root Cause Analysis in order improve the effectiveness of the Team

**Infosys Technologies Ltd from Dec 2005 to July 2006.**

**My Role: Software Test Engineer**

1. Participated in the Requirement Review for General Banking Modules
2. Executing the test cases
3. Involved in Buddy testing for various modules in 10.0
4. Handled hot key testing for the enhancements in 10.0
5. Reporting the bugs with the appropriate severity level
6. Commenting on the bug and how to regenerate it
7. Verifying the fixed bugs and performing regression testing

**Hewlett Packard, Bangalore, India Technical Support Engineer Jan 2004 – Dec 2005**

• Performed effective customer service management in a client facing role under strict SLAs and KPIs.

• Worked as part of a team of twelve and shared expertise for advanced issue resolution. • Successfully established honest and reliable client relationship and was treated as an SME in the team.

• Based on the positive outcome of its first project, the client 3 UK increased the account size from 12 to 20 members.

**Education -: BE (Electronics and communication) from VTU, Belgaum.**