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Capstone Abstract

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My three-month internship at Fiduciary Tech unveiled the fundamental elements of a contracting firm specializing in Salesforce-focused technology. The focus was directed towards understanding the role of a quality assurance (QA) tester, project management roles in connecting different teams, and their alignment with the company's values and client engagement.

The overarching goals were twofold: first, to comprehend how Fiduciary Tech uses their Salesforce expertise to accomplish maintaining and creating products for their clients and second, to uncover the symbiotic relationship between QA testing, clear communication, and effective project management. This dual-pronged investigation aimed to understand the various roles within Fiduciary Tech's area of specialization.

Throughout this exploration, I gained insight concerning the pivotal role of QA testing in ensuring software reliability. The iterative testing process, encompassing various scenarios, highlighted defects due to testing at each development phase. Moreover, the role of quality assurance starts a streamline of conversations, decision making, and action items that maintained the timeline of the project.

Throughout my internship, I gained a deeper understanding of what Salesforce is, how the various roles at Fiduciary collaborate, and the value of everyone's contribution to meet and understand business requirements. Internal and external meetings determined what business requirements were and clarified action items within teams and testing interactions and integrations between different components and modules minimized risk of errors in completing these business requirements. Together, it led to the confidence of deployments through different environments at a quick rate.

These insights hold importance for tech companies striving for sustainable success amidst a changing industry landscape. Furthermore, this exploration offers practical insights for cultivating cohesive cross-functional collaboration, an essential aspect in the context of clients that need Salesforce consulting.