**RESUME**

ROHIT PRABHU GUPTA Email: rohitgupta0972999@gmail.com

Quality Engineer, **QLogic Pvt Ltd , Pune** Cell: + 91 -**9284667557**

**Objective:**

BE From Savitribai Phule Pune University with 3.2 years of experience in software testing

**Specialization**: Salesforce,Salesforce CRM, CPQ,Database testing,Unix, SQL queries, API Testing, Functional Testing

**Domain Expertise**: Salesforce CRM,E commerce and Telecom Domain

**Career Objective:**

Looking for a challenging role in a reputable organization to utilize my technical, database, and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

**Summary :**

* 3.2 years of experience in **Software Testing**.
* Very good experience in web application in E commerce Domain using **Salesforce CRM**.
* Strong knowledge of **Software Development Life Cycle** (SDLC - Feasibility Requirements Analysis, Design, Testing, Implementation, Support).
* Expert knowledge in creating **Agile Test Plans, Test Cases**, **Test Scenarios**, Defect Management to ensure Quality Assurance and to test all the business requirements.
* Very good experience in **Functional, Regression,**Sanity Testing.
* Expertise in test execution and **test data design**, test case execution, and test case Review
* Experience in preparing test reports from **HPALM, JIRA, AZURE DEVOPS** and prepared daily test status reports to communicate the test status with the team.
* Strong knowledge of **SoftwareTesting Life cycle (**Preparation of test plan/strategy document for various types of testing, Test tool selection, Test effort estimation, Resource planning and determining roles and responsibilities and Training requirement
* Enough Exposure to have **Defect Life Cycle** to check the different status of With Dev Team
* Used **STUB** to perform Component integration.
* Experience in **RESTFULL** web service Testing using Rest Assured framework java. Validated JSON formatted data, different http status code like 200, 201, 400, 415, 500etc
* Strong Knowledge about **UNIX Commands**.
* Knowledgeof Back End Testing experience by writing and executing **SQL Queries**.
* Excellent experience In Pivot table and excel sheet function to design complex report.
* A very good team player with **Good Communication** (Verbal and Technical), Presentation and reporting skill.

**Education**

Graduated in BE from Savitribai Phule Pune University, PUNE.

**Professional Experience**

#### Currently Working as Software Engineer at **QLogic PvtLtd,** Pune from JULY 2019 to till date.

**Technical Skills**

**Testing Tools:** JIRA, AZURE DEVOPS,HPALM

**CRM Tools:** Salesforce CRM,Amdocs CRM

**CPQ Tool**-Oracle CPQ and Salesforce CPQ

**Databases:** Oracle 9i

**Utility Tools:** SQL Developer, putty

**API Testing :** Postman

**Microsoft Office:** Word, PPT, Excel

**Project Overview:**

**PROJECT 01**

**Project Name                                :    Influence   [Salesforce CRM – Chrysler  Unification ]**

**Client                                          :** **Chrysler**,USA

**Description**

It Support the entire sales cycle with integrated, on-premise salesforce CRM tools. Maximize sales insights and improve processes throughout your pipeline – with the sales capabilities in Salesforce CRM. These on-premise sales CRM tools cover planning and forecasting, performance and account management, sales analytics, and more.  Because to gain an edge, you need to provide your sales team with real-time insights into customer needs and preferences, purchase history, and product trends and pricing. With the sales capabilities in Salesforce CRM, you can: Deliver consistent quotes, orders, contracts, and pricing across all channels using a single CRM and sales platform.Integrate seamlessly with your existing  salesforce software to improve user adoption, cut costs, and simplify processes.Access real-time, contextual information throughout the sales pipeline — and act faster. This project describes Salesforce and Chrysler sales & Marketing Integration . Chrysler uses this powerful CRm to perform the sales activities.

                         Customer Relationship Management (CRM) is a sophisticated Web/Desktop solution enabling sales, marketing, and customer service organizations to efficiently track and store critical customer information. Through a configurable, process-oriented workflow, users can better execute key functional tasks to ensure customer loyalty salesforce CRM Consists of 3 Different Modules - Chrysler Service, Chrysler Sales & Chrysler Marketing. Salesforce Suite offers a multi-channel CRM solution across the various customer communication channels: Self-Service, Email, Chat, Phone, Campaigns, & more. Salesforce, most powerful and scalable multi-channel CRM solution, delivers on the promise of total customer communication integration and management. It scales to support from 10 to thousands of concurrent users.

**Responsibilities :**

  Analyze User Requirements and Specifications and develop Agile sprint Test Plans and Test scenarios.

  Prepared the test Strategies, test plans, test cases, test Scripts, test Results, for both positive and negative Scenarios and mapped the same to Requirements.

  API Testing by developing script using **Postman** (SOA – web services tool) & execution of test cases from JIRA

  Co-ordination with cross team to get the project requirements, gather and communicate the project status to the off shore team.

  Involved in daily meetings with the technical managers and development test leads regarding the schedule, resource management and activities tracking.

  Worked closely with the Business Analysts, Developers, and Database Architect in identifying the outstanding Issues in User Requirements and Specifications.

  Created and executed test Scripts using JIRA for System, Integration and Regression testing.

  Prepared status summary reports with details of executed, passed and failed test cases**.**

  Made extensive use of JIRA to create and maintain documents such as test plans, test execution and test results documents.

  Responsible in providing regular test reports to the management.

  Identifying the problems, prioritizing them and communicated the bugs to the developers using JIRA

**Project 02**

**Title:** Integrator customer View

**Vertical:**  E Commerce

**Client:** Woolworths Group Limited, Australia.

**Project Workflow:**

Woolworths is the leading grocery shopping website of Australia. In recent years, it has added quite a small proportion of products to its database, but the core market offering of fresh produce and homemade meat still remains its unique selling point. The website is visited by more than 14 million users each week as it provides quality food onbudget. Woolworths Group Limited, a major [Australian](https://en.wikipedia.org/wiki/Australia) [company](https://en.wikipedia.org/wiki/Company), has extensive [retail](https://en.wikipedia.org/wiki/Retailer) interests throughout Australia and [New Zealand](https://en.wikipedia.org/wiki/New_Zealand). It is the largest company in Australia by revenue and the second-largest in New Zealand. Despite taking the Woolworths name when it was founded in Sydney in 1924, Woolworths Group has always been independent of the [Woolworths Group](https://en.wikipedia.org/wiki/Woolworths_Group_(United_Kingdom)) in the [UK](https://en.wikipedia.org/wiki/United_Kingdom), and the [South African](https://en.wikipedia.org/wiki/South_Africa) chain of retail stores, [Woolworths Holdings Limited](https://en.wikipedia.org/wiki/Woolworths_Holdings_Limited). Its main operations include [supermarkets](https://en.wikipedia.org/wiki/Supermarket) (under the [Woolworths](https://en.wikipedia.org/wiki/Woolworths_Supermarkets) brand in Australia and the [Countdown](https://en.wikipedia.org/wiki/Countdown_(supermarket)) brand in New Zealand) and discount department stores under the [Big W](https://en.wikipedia.org/wiki/Big_W) name in Australia.

**Task Done :**

* Requirement Analysis: Analyzing the requirements and communicating with BA team for better understanding of the requirements.
* Responsible for testing deliverables, prioritizes and monitors activities to meet such dates for individual assigned features.
* Identified End to End Test Scenarios, Test Cases and Test Data.
* Execution of test cases from Test Lab in ALM
* Performing Functional Testing, Regression Testing.
* Validation of Expected output vs. Actual Output in respective logs files using UNIX.
* Validation of Expected output vs. Actual output in respective database tables using SQL.
* Identification of defects, registering them in QC and reporting them to the onsite lead.
* Active participation in weekly/daily status calls with the client.

**Tools use: Salesforce CRM**

**Project 03**

**Project Name** **: -** Telecom   BSS on FTTH Networks

**Client:                  :** [British](https://en.wikipedia.org/wiki/BMO_Capital_Markets) telecom ,UK

**Industry** Telecom Billing - BSS

**Project Workflow:**

The Entire FTTH-based broadband access network is composed of three parts: the OLT, residential fiber-optic network, the ONU. OLT centralized controls unit for multi-service, primarily responsible for bandwidth control, authentication management, failure capture, and data and video broadcast signals into optical signals for distribution; The OLT supports the division of Virtual Private Network (VLAN).   Residential fiber-optic network uses a single-mode fiber. ONU is a unit multi-service user unit, finish the optical and electric signal transfer in the user home, provide users with high-speed data, bypass voice and video services. As to the functional configuration of the ONU, it will ensure that each household has four Ethernet ports (each Ethernet port rate of 100 M), 2 telephone interface and a cable port. Each network port, phone port and the TV port can be individually controlled, easy billing, management. Siebel CRM send request via OSS to Mediation system and then data flow to Billing component . Tibco acts as a Intermediate application.

**Task Done :**

* Requirement Analysis: Analyzing the requirements and communicating with BA team for better understanding of the requirements.
* Responsible for testing deliverables, prioritizes and monitors activities to meet such dates for individual assigned features.
* Identified End to End Test Scenarios, Test Cases and Test Data.
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* Active participation in weekly/daily status calls with the client.

**Tool use**: **Amdocs CRM**

**Personal Profile :**

Name :ROHIT PRABHU GUPTA

Date of Birth: 13/07/1994

Present Address: Flat no.-202 Vasudev Smruti Apartment , Jangali Maharaj Rd,Pune-411005

Language Known: English, Marathi and Hindi.

Date: 27/10/2022

Place: PUNE (ROHIT PRABHU GUPTA)