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**Summary**

* Over 15+ years of experience in IT industry on QA capacity in SFDC applications where extensive 8+ years of experience in Salesforce Admin and integration testing on Sales, Service and Community Portals and Marketing Clouds.
* Excellent domain knowledge in Banking, Aerospace, Healthcare, Auto and Finance, Telecom.
* Expertise in software Testing life cycle and Software Development life cycle
* Handling projects in Agile Scrum, Kanban & Waterfall models.
* Hands on experience of CRM business process Campaign Management, Lead management, Case Management
* Design of custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package and Custom Application, Sandbox dataloading.

and for implementing web services in the applications for access to data from different users.

* Worked on sales cloud and service cloud to improve business process.
* Defined workflow rules, assignment rules for lead assignment in the web to lead case and approval process to ensure authorization.
* Implemented, Activate and publish the flows, sites etc.
* Implemented a CI/CD pipeline using Jenkins and Docker.
* Streamlined development processes by automating build, test, and deployment procedures.

Reduced deployment time by 50% and improved overall code quality and reliability.

* Security and sharing rule implementation in the objects, field and record level for different users at different level of organizations.
* Configure SSO &SAML.
* Configuring Profiles, Objects, fields, validation rules, workflows, email templates, Sharing settings, Duplicate management, Process builder etc,.
* Provides demos to different teams (Business users, IVV&V team, Helpdesk Team) at different phases of development.
* Captures change requests if needed to business and log them as change requests for that project.
* Deployment of configuration and Custom changes to different sandboxes through a change sets.
* Handling the feedbacks from all phases of testing. Participating in UAT training with business users.
* Documenting user setup documents and technical specification documents which includes data dictionary, configuration, email notifications.
* Designed and configured applications using salesforce Automation (SFA).
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Listing the standard and custom functionalities required in SFDC to fullfill the requirements,
* Performs data inspection, cleanup, and governance.
* Identify automation opportunities and recommends process improvements.
* Set up Time dependent tasks and field updates as actions for the respective workflows as required by the Business process.
* Experience in developing Salesforce.com custom objects and work-flow business rules.
* Developed salesforce standard and custom objects and setup Reports and Dashboards.
* Configure Custom labels, Custom Settings, Flows, Public groups, Queues and Schedule jobs.
* Configurations, Apex Classes, Apex Triggers, Flows, LWC (Lightning Web Components), Aura, Visualforce, Integrations, Queries (SOQL & SOSL), Community Sites (Configurations & Development), Sales & Experience Cloud.
* Created custom objects, custom fields, field dependencies, work flows, flows, validation rules and relationship between objects.
* Implemented portals, communities and sales configuration changes.
* Salesforce Integration testing using API with Postman and SoapUI tool.
* Involved in Integration testing with different applications like POS channel, WAA system, Vision, SMB, Heroku and SFDI(Informatica).
* Implemented data migration projects to Salesforce from Winward CRM, SFDI, MDM.
* Analyse and build scenarios for Entity-Relationship diagrams, Physical Data Model, API Mapping Models, Wireframes and UI/UX Design Documents.
* Implemented record types, page layout, permission sets, profiles, roles, public groups, queues.
* Used Data Loader and Workbench tools in UAT Sandbox SF environment.
* Experience in creating Salesforce Marketing Cloud features, Data sources, Data Extension, Journey Builder and sync SFMC to sandbox.
* Check the SMS Frameworks and Segmentations on the Campaign Leads.
* Created Email templates for coupons, promotions, rewards and welcome emails after journeys.
* Created Einstein Analytics dashboards for every release to make sure no impacts by comparing the SF core count with EA using SOQL and SAQL Expressions, Widgets displaying and verifying the Datasets, Lenses.
* Running EA Sync and Dataflow jobs in Einstein Analytics.
* Worked with SOQL queries, used data loader for data loading and API call testing in Workbench.
* Worked on COVID-19 Business Continuity task like Role Migration user, Store Closure and Lead got pick-up nearby stores.
* Run the jobs in Integration testing E2E CCPA Compliance Delete request from CxP System to Salesforce for customer.
* Java Development using JAVA 1.4, J2EE, JDBC, SERVLETS, JSPs.
* Expert in HTML, XML, JAVA SCRIPT, CSS and web servers like Tomcat and Apache.
* Collaborating in Sprint Planning, Daily Scrum calls and Retrospective meetings.
* Requirement gathering and create test plans in TFS (Test Foundation Server).
* Identified/validated business and technical requirements and creating test scripts and then review Functional requirements and Use Case documents.
* Worked with Development team and Business Analysts to analyse the test scenarios and ensure that test requirements are correct and complete.
* Worked closely with BAs to get better alignment in respective roadmaps, requirement analysis and discussion on future enhancement in product.
* Strong experience in Test Case design and end to end testing.
* Strong experience in databases like Oracle & Sql Server.
* Compatibility Testing in different browser versions of IE, Firefox and Safari
* Prod smoke testing during the release, go-live support during deployment and provide go-no go
* Working closely with the development team to ensure the issues are resolved.
* Participating in weekly meetings to review Test Plan and documentation details, Test Results, Test Logs and outstanding issues. Providing weekly status reports of issues and progress during testing of applications.

**Accomplishments**

* Salesforce Certified Administrator
* Salesforce Platform Developer 1
* Sales Cloud Consultant
* Oracle Certified Professional
* ISTQB Foundation.
* Banking 101
* Basics of Banking.
* Credit Card 101.

**Education**

* Bachelor of Engineering: Electronics & Communication Engineering, 2003 from Andhra University

**Skills**

* Java, JDBC, Servlets, JSP
* HTML, Java Script, XML & CSS
* Oracle, DB2 databases and SQL
* Agile Scrum, Kanban and Waterfall
* JIRA, HP QC ALM, TFS
* ODATA and API Calls
* Data Loader, Workbench, TOAD
* Salesforce, APEX, Force.com,
* Expert in using tools like - SOAP UI, Postman, SQL Developer, Sales Cloud, Service Cloud, Portals

**Professional Experiences**

**Verizon Alpharetta GA 02/2019 –10/2024**

**Salesforce Admin**

* Worked on Dev Sandbox, UAT Sanndbox,SIT sandbox and Production environmemt.
* Set up access levels, permission levels, security and sharing rules based on profile libraries for different lead types.
* Data loading and migrating/pushing data from SFDI from Informatica and POS channel.
* Configure and setup schedule jobs for E2E CCPA Compliance Delete request from CxP System to Salesforce for customer.
* Configure different applications like POS channel, WAA system, Vision, SMB , Heroku and SFDI(Informatica).
* Worked for lead & prospect management, like lead creation from different channels, SMS journey, SMS Suppression, Lead Owner Assignment, Re-assignment, Lead Sharing, Lead Conversion, Lead Merging and Lead Expiration.
* Worked on COVID-19 Business Continuity task like Role Migration user, Store Closure and Lead got pick-up nearby stores.
* Analytics dashboards for every release to make sure no impacts like comparing the SF core count with EA using SOQL and SAQL Expressions, Widgets displaying and verifying the Datasets, Lenses.
* Running EA Sync and Dataflow jobs in Einstein Analytics.
* Worked with SOQL queries, used dataloader for data loading and API call testing in Workbench.
* Worked with Marketing Cloud to check the SMS Frameworks and Segmentations on the Campaign Leads.
* Ensure SMS suppression and removal functionality during window trigger for lead types.
* Test SMS messages, templates based on Event type for leads and SMS schedules based on time zones, business hours.
* Lead assignment for direct and indirect retails, master agents like Victra, Russel, TCC and WZ.
* Store Closure flow when data refreshing from SFDI.
* Production support during monthly prod releases.
* Coordinate offshore testing team, business team to meet the requirements.

**Equifax Alpharetta GA 02/2019 – 07/2019**

**Salesforce Admin**

Deliverables / Responsibilities:

* Create credit approval flow of Application from new to active and perform it.
* Managed all new user setups and deactivation,including following the approval process and transferring ownership to account/contacts/oppprtunities for deactivated users.
* Perform Mass data upload vs data upload using APEX data loader and import tools by CRM Manager.
* Modified Apex classes,Triggers,Test Methods and VisualForce Pages.
* UI changes in application entry from LSR, credit approval from UW and Credit Managers.
* Complete flow of Lead Conversion from CRM users to Account, Contacts when an Application created by Ignition users.
* Creation of digital format documents created by DocuSign to Salesforce
* Creation of documents, reports, feedback forms created by Conga composer
* Creation of objects, look ups, pick lists, page layouts, related list and work flows
* Validated feedback forms composed by Conga, and Docusign integrations

**Environment**: Salesforce, Selenium, Java, ReadyAPI, APEX, Visual Force, SQL Developer, Dataloader, Workbench, Docusign, Conga, Rally, MS-office suite.

**HERTZ Estero FL 01/2018 to 02/2019.**

**SFDC Consultant**

Deliverables / Responsibilities:

* Created DQ sequences rules on data as a data Analyst.
* Created the Match-Merge process of data to form clusters to send it to EBX.
* Performed data migration with BULK Load API and On-going activity between salesforce and MDM.
* Meta data validation of all integrations with SF objects as per 3E mapping docs.
* Created SF standard Objects having customer data in accounts, contacts, identification objects after data Integration in UAT sandbox.
* Created the noncustomer data in different custom objects of salesforce when data publish from source GDW and CMDR Raw data.
* Validate the error message in CSV file and identify the root cause and apply solution to data to load them successfully in upsert operation.
* Used workbench tool to pull & Search data in SF.
* Validate the error logs in Anypoint Mulesoft for pushed records from MDM to SF.
* Using the postman to push records and validation of API calls.
* Salesforce CRM Integration Testing on webservices like JSONs and Soap XMLs.
* Validate the data records in salesforce when data got upserted from source systems GDW,CMDR using SOQL.
* Validate the customer reports for customer data in salesforce.
* Writing assertions and validations, using try catch method for exception handling
* Verified read, extract, and load data from comma separated values (CSV) files.
* Developed test reports and participated in testing prioritization and archived test results and user signoff.

**Environment**: Windows10, Salesforce, Selenium, Java, ReadyAPI, Dataloader, Workbench, APEX, Visual Force, Java, SQL Developer, HP ALM, Postman, SOAP UI.

**DentaQuest, Boston MA 05/2016 to 12/2017**

**SFDC Admin**

**Deliverables / Responsibilities:**

* Worked extensively on Sales, Service and Community clouds.
* Created Case Validation rules,work flows,process builders.
* Deployed web to case and email to case creation channels.
* Modified the Case Assignment rules,
* Responsible for creating queue,workflows rules and tasks to share and automate work to the users in the queue.
* Created various assignment rules while handling Cases to route the Queues to the right group and used escalation rules and list views.
* Worked on live chat activities and it’s process in portals with customer service request.
* Well experience in Case management and validated related PBI’s.
* Tested knowledge articles in SF for Spanish and verify them in community portal
* Validate the configurations and pricings from database to Salesforce cloud
* Verity the customer portal for his insurance product, pricing and discounts based on the CPQ values
* Worked on Content management and validate them as per business requirement.
* Created features like My Account, My Benefits, Notifications, My ID card, Overview pages, Manage Dependents in community portals.
* Prepare CSV files as per mapping docs and loading in UAT Sandbox with data loader.
* Load mock data in SIT sandbox using DataLoader and validate in community portal.
* Validate SF standard Objects data after data Integration in UAT sandbox.
* Used workebch tool to pull, search data in SF and validate against databases.
* checking the Apex code,VF pages and SOQL.
* Extensive experince in SSO.
* Validation of profiles, users, Roles, permission sets, Email notifications and Templates, Tasks, Events and Actions.
* Creation of master-detail relationships and lookup relationships between the custom objects as per business requirements.

**Environment:** Salesforce.com, Selenium, Java, ForceIDE.com, TFS, WorkBench, SQL Server 2014, Portals, Winward App, DIBS, Selenium WebDriver, Agile, Java,SQL Developer, Jenkins, Json, SOAP UI, REST API, XML, MTM, TFS.

**Scotia Bank Canada 04/2013 to 04/2016**

**SFDC Tester**

**Deliverables / Responsibilities:**

* Perform Smoke test, System test, Functional, Integration, End to End, User Acceptance testing and Regression testing activities in QAT Test environment.
* Review Functional requirements and Use Case documents and Test Case design.
* Attending Sprint Planning, Daily Scrum calls and Retrospective meetings.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Cases, Reports, Dashboards etc.
* SFDC Testing like custom objects, custom fields, field dependencies.
* Testing of workflow and approvals, validation rules, relationship between objects.
* Involved in validating the Apex jobs running based on their status .
* Perform Backend testing to verify the data integrity by passing SQL Queries.
* Attend the daily Bug review meetings, weekly status meetings and walkthroughs and interacted with onsite coordinator.
* Extensive experience in testing of custom objects, custom fields, Pick list, and role based page layouts, Custom Tabs as per application requirements.
* Validated Data Loader activities for insert, update, and bulk import and export of data from Salesforce Objects.
* Verified read, extract, and load data from comma separated values (CSV) files.
* Testing of Administrative tasks like creating profiles, users, Roles, permission sets, Email notifications and Templates, Tasks, Events and Actions.
* Testing of master-detail relationships and lookup relationships between the custom objects as per business requirements.
* Testing using SOQL, SOSL queries to validate data, Reports for custom objects.
* Testing of Visual Force pages for various functional needs in the application.
* Design and execution of test cases by HP ALM and Defect Management as well.

**Environment**: Salesforce, Dataloader, Workbench, APEX, Visual Force, Java, HP ALM, SQLDeveloper.

**Scotia Bank Canada 12/2010 to 03/2013**

**Functional Tester**

**Deliverables / Responsibilities:**

* Participate in Test Case design, Use Case documents and end to end testing.
* Perform Functionality, Integration, Regression and System testing.
* Attending Sprint Planning, Daily Scrum calls and Retrospective meetings.
* Run the automated test scripts from both QC and QTP 11.0.
* Involved in running the AS400 jobs based on their status for each functionality.
* Actively participate during the release of the product and provided go-live support during deployment.
* Attend the daily Bug review meetings, weekly status meetings and walkthroughs and interacted with onsite coordinator.

**Environment:** AS400, HP ALM, SQL Developer.

**Honeywell Aerospace, Morrisplains NJ 01/2007 to 05/2009**

**Java Developer**

**Deliverables / Responsibilities:**

* Analyzing the requirements sent by the Onsite coordinators.
* Performing impact analysis for change requests.
* Preparing the Design, Technical Specification Documents and test plans.
* Coding and changing the Programs according to the requirement.
* Preparing the DBA check list, Functionality change, code change, test details and Delivery documents.
* Unit Testing and logging the results.
* Participate in the peer reviews.
* Delivering of the changed software elements to Onsite coordinators who will be coordinating in moving them to production.
* Unit testing for the code which developed.

**Environment**: JAVA, SERVLETS, JSP, HTML, XML, JAVASCRIPTS, CSS, Oracle 10g, Websphere, TOAD, MyEclipse.