**Chandra**

**Salesforce Administrator and Quality Analyst**

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**SUMMERY:**

* Salesforce Applications testing (Sales, Service clouds), Functional Testing in Supply Chain & Manufacturing, SFDC expertise with over 4+ years of experience.
* Having expertise in Functional & Manual Testing in Java & .Net based web applications, and backend validation using Toad Oracle SQL.
* API Web services testing using Soap UI, REST Client.
* A highly competent and results oriented Senior Automation Test Analyst in Manual Testing, Functional Testing and Selenium Automation.
* MDM & Data Migration testing (from legacy Case Management system to New PA2020 system) using Informatica Cloud, Toad, SFDC SOQL.
* Having expertise in Automation Testing using Selenium (Web Driver with core Java), Eclipse Java environment interface tool and Firebug debugging tool.
* Ability to provide hands on technical delivery and architecture for complex systems and review for scalability and best practices.
* Technical Knowledge on Lightning Experience and Lightning App Builder.
* Developed test scripts to automate process of testing in Selenium WebDriver.
* Experienced in Data Base testing, Smoke testing, Sanity testing, Integration testing, System testing, UA testing, E2E testing, Regression testing and Mobility testing, Reports testing.
* Experience in Cross browser testing including old and latest versions of IE, Chrome, Firefox and Safari)
* Experience in QA Docs (Test Plan, Scenarios, RTM, Test Case Design), Peer Reviews, Test Case Execution, analyzing the results of scripts, interaction with developers in fixing the errors by having Defect Triage meetings also has sound working experience with various cross functional teams.
* Good experience in effort estimation and risk mitigation planning.
* Provides training, guidance, feedback, and coaching to testing team members on day to day activities in QA process and in Defect Life Cycle**.**
* Worked proactively with development team to provide inputs to fix issues and possible solutions to problems.
* Energetic and self-motivated team player. Good presentation, analytical and strong interpersonal skills with communication skills.

**EDUCATION AND CERTIFICATIONS :**

* Bachelor’s in Computer Applications
* Force.Com Developer Certified 401 (Certification Number: 2479421).
* Salesforce Administrator Certified 201 (Certification Number: 2485658)

## TECHNICAL SKILLS:

|  |  |
| --- | --- |
| **Salesforce technologies** | Standard objects, Workflow & Approvals, Apex Language, Apex c Classes/Controllers, Apex Triggers, Visual Force Pages using CSS Layout according to the organization profile, Data Loader, Offline Edition, Integration, migration, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls. |
| **Salesforce Tools** | Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Selenium. |
| **Languages** | Apex, Java, J2EE, Servlets, JSP, JSON, JBoss. |
| **Web Technologies** | WDSL, HTML, CSS, Java Scripts. |
| **Data base** | PL/SQL, SQL Server, Oracle 10g. |
| **Operating System** | Windows XP/Vista/NT/98/UNIX. |

## PROFESSIONAL EXPERIENCE:

**Boeing Seattle/WA May 2018 - Present**

**Salesforce Administrator / Quality Analyst.**

* Worked on enhancing and supporting the application.
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Designed training manuals for the Quality Assurance department, reducing training time by 20%
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader and Lexi Loader.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Created test plans and test scripts based on the higher/lower level design documents. Worked extensively with Line of Business and User Acceptance testing resources to cover total functionality for System Integration testing, including end to end and regression testing.
* Interpreted and converted manual test cases into Selenium Web Driver using core Java with testing framework into automation functional, integration and regression suites.
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Managed ongoing support request and administrative needs of users.
* Conducted training on all salesforce related systems to sales and marketing teams
* Monitors current and future trends, technology and information that will positively affect organizational projects; applies and integrates emerging technological trends to new and existing systems architecture
* Created test data in System Integration and User Acceptance testing environments by conditioning data per scenarios identified in test scripts.
* Keep up-to-date on technology trends, developments & best practices
* Unit testing of developed function/module
* Unit test to assure meets requirements, including integration test as needed.
* Created Excel worksheets for rate verification that increased productivity by 10%.

**Environment:** Lightning components, Apex Triggers, Selenium, Reports & Dashboards, Custom Objects, Custom Tabs, sharing rules, Email Services, Security Controls, Eclipse IDE Plug-in.

**CUNA Mutual Group Madison/WI Sept 2017 – May 2018**

**Salesforce Administrator/ Testing**

* Created Custom objects to build new application functionality in the Salesforce.com.
* Leading the team in all activities of the project from Initial Project Discussions
* Attending project standup meetings
* Communicate with development teams to confirm requirements and for integration testing
* Helps with integration data mapping
* Creates functional transformations for inbound and outbound data flows
* SFDC configurations and SFDC Minor customizations and Data loads.
* Implement best practices for SFDC configuration.
* Guide technology decisions relative to the Salesforce architecture
* Understanding functional specification and Effort Estimation of QA deliverables and preparing QA project plan.
* Strong knowledge in testing of Standalone, Client Server and Web based applications using Manual & Automation testing in core Java Selenium with testing framework.
* Knowledge sharing and work assignments to offshore team
* Review functional specifications and identify any gaps with business requirements.
* Authoring Test Plan and reviewing test plan, requirement traceability matrix, test scenarios with client
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Analyzing the Scenarios for switching between salesforce classic and the Lightning Experience.
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Help users with Chatter teams/Groups and follow application as well.
* Responsible in Writing Test Plan document, Test Scripts.
* Responsible in reviewing test cases written by other QA team members.
* Responsible in Uploading test scripts in HP Quality Center and execute them.
* Worked on data migration from databases to SFDC using Data Loader.
* Used Change sets or Jenkins for deployment, once the Component merge has been done in Git and the source is ready, in to the other Salesforce instance.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader,

Lightning components, Apex Triggers, Reports & Dashboards, Custom Objects, Custom Tabs,

Sharing rules, Email Services, Security Controls, and Eclipse IDE Plug-in.

**CNSI, Rockville, MD Apr 2017 – Sept 2017**

**Salesforce QA / Administrator.**

* Leading the team in all activities of the project from Initial Project Discussions and attending project kick-off meetings
* Ensure required QA environments are secured for testing cycles including connectivity testing as per test flows
* Application interface validation to maintain the Data flow between different applications.
* Build E2E test data and validate test execution flow
* Testing with External interfaces, Virtual machines/routers when needed
* Creating and maintaining user and accounts in Salesforce Sales cloud
* Creating plans and promotional goods for new users in Salesforce
* Provide E2E Test Data support
* Map out test data flow based on business requirements, technical requirements and high-level test cases
* Provide daily status update of the project.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.
* Built apps visually with Lightning App Builder, Lightning Components and Lightning connect integrations across multiple connections.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader,

Lightning components, Apex Triggers, Reports & Dashboards, Custom Objects, Custom Tabs,

Sharing rules, Email Services, Security Controls, and Eclipse IDE Plug-in.

**Toyota Financial Services, Los Angeles, CA Aug 2016 – April 2017**

**Salesforce Administrator / Quality Assurance**

**Roles and Responsibilities:**

* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Participation in Initial Project Discussions and attending project kick-off meetings
* Understanding functional specification and Effort Estimation of QA deliverables and preparing QA project plan
* Provide functional understandings to Business Analysts during analysis phase.
* Review functional specifications and identify any gaps with business requirements.
* Authoring Test Plan and reviewing test plan, requirement traceability matrix, test scenarios with client.
* Estimating the Automation percentage in the project and presenting the stats to client
* Obtain sign off from Business, IT, Dev, and Operations teams on all QA deliverables.
* Upload QA documents and maintain the repository in Live Link.
* Preparing & maintaining Selenium Automation scripts for regression suite
* Perform and support functional testing, regression testing, E2E testing, Ad hoc testing, data migration testing, audit report verification, web services testing.
* Updating QA status to client on daily basis
* Conducting QA status meetings with offshore and onsite development and QA teams
* Organizing defect review meetings with X – Flow teams and helping them in sorting out the issues
* Involve in preparing performance test scenarios, test cases and publish the performance test results.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

**Environment**: Salesforce.com platform, Cast Iron, ANT, SOQL, SOSL, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE, GitLab , Jenkins .

**FireEye, Detroit MI Aug 2015 – Aug 2016**

**Salesforce Administrator**

**Roles & Responsibilities:**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Testing Usability, Operational and Installation on mobile or IPAD for more user friendly
* Browser testing like Chrome, Firefox, IE & Safari in windows and Safari in IPAD/mobile
* Compatibility testing of SFDC web app in Windows & Mac as IPAD is MAC based
* Estimating the Automation percentage in the project and presenting the stats to client
* Obtain sign off from Business, IT, Dev, and Operations teams on all QA deliverables.
* Upload QA documents and maintain the repository in Live Link.
* Preparing test entry and exit criteria and sharing with client
* Perform and support functional testing, regression testing
* Used Change sets or Jenkins for deployment, once the Component merge has been done in Git and the source is ready, in to the other Salesforce instance.
* Agile Development Methodology was followed for the implementation.
* Have been part of System Integration Testing, done in other Salesforce instance, once the developments done in the developer instance.
* Created different types of Custom Reports for standard objects as well as custom objects to give complete details regarding Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.

**Environment**: Salesforce.com platform, Cast Iron, ANT, SOQL, SOSL, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE, GitLab , Jenkins .

**Flagstar, Troy, MI Nov 2014 – Jul 2015**

**Salesforce Administrator**

**Roles & Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Build reusable components, and customized Salesforce1 mobile app using Lightning component framework.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Worked as a Sales Force Chatter APP with the organization and regularly participated in the meetings and chatter community.
* Integrated and implemented Pardot single handedly, with very limited time and resources.
* Implemented the Salesforce.com applications using Agile Methodology that involves the iterative development methodology.
* Created server Apex controller for Salesforce Lightening Experience and added Lightening Component to Lightning Pages and Record Pages.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business
* Created Custom Objects and fields for transactional and contractual information.
* Created workflow rules, defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created profiles and implemented Object and field level security to hide critical information
* Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed Apex Classes, Apex Triggers, and Apex Controllers to develop custom business logic.
* Extensively involved in data migration from three legacy systems to Salesforce.

**Environment:** Salesforce.com platform, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Pardot, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE

**Merck Pharmaceuticals, Boston, MA Feb 2014 – Oct 2014**

**Salesforce Administrator**

**Roles & Responsibilities**:

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Responsible for creating, managing, and delivering of required documents for application.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Moved Code from Sandbox to Production using Jenkins and Change Sets.
* Conduct business analysis by working with end users to identify system, operational requirements.
* Working on CMIS Trouble Tickets, ACSR’s with the users and help them resolving their issues.
* Created Environment setup plan, Migration document and checklist.
* Configured out of the box reports and dashboards as well as custom reports.
* Designed various types of email templates for auto response to customers.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.

**Environment:** Salesforce.com, Chatter, Cast Iron, CRM , Import Wizard, Apex, Controllers, Sharing Rules, Workflows, Enterprise Edition, Email Updates, Eclipse IDE, Sales Cloud

**CareVoyant, Chennai, India Nov 2010 - Jun 2013**

**Java Developer**

**Roles & Responsibilities:**

* Developed the web pages JSP, CSS, JavaScript.
* Developed Business logic on Java beans and setup connection with database.
* Written Store procedures and designed the database tables.
* Responsible for writing Java code to convert HTML files to PDF file using Apache FOP.
* Developed Message Driven Beans (MDBs) for receiving and processing data from IBM MQ Series using JMS.
* Created various reports (Summary reports, Matrix reports, Pie charts, Dashboards) and set up reports folders.
* Rational Clear Quest used for defects, change tracking across the application.
* Designed and developed direct live interfaces to handle multiple systems within the bank to subscribe the data in real-time.
* Involved in the performance tuning of PL/SQL statements.
* Involved Java/J2EE based applications and Java/JEE based portal projects
* Used JQuery widgets like Date picker.
* Used JQuery Validation for client side validation
* Installed and configured Tomcat application server in various environments.
* Developed J2EE application using Spring framework with Hibernate, Spring MVC, Spring Test Context Framework and JUnit for unit testing, MySQL

**Environment:** Java, JSP, JBoss, HTML, SQL, JavaScript, Sales Force CRM ,Apex, SOSL,CSS, Web Sphere, Core Java JDk1.4, Rational Application Developer 6.0, Spring framework 2.5, Websphere 6.0, Maven