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**ROSALIN PATRO**

# **PROFESSIONAL SUMMARY**

As a Salesforce SME, strategic *thinker* who brings value by executing *on business strategy* under the guidance of a Business Solutions Advisor. The primary function is gathering and analyzing data to drive decisions for programs/initiatives/projects and developing and maintaining process and deliverable documentation. The Analyst works across impacted business units, to ensure process optimization. This is accomplished by participating with project teams as they work to implement the strategy set forth by senior leadership. was part of a team responsible for delivering enterprise cloud technology solutions. Wore many hats on my projects sharing responsibility for everything from requirements gathering, Salesforce configuration, testing, training and post deployment support. Worked alongside Solution Architects and Technical Architects to design, develop, and deploy large-scale enterprise solutions all while learning and growing your skill set. Work with clients and end users to gather, understand, and define business requirements. Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients. Work collaboratively with team members to design a solution that will meet a client’s business requirements and fulfill user stories. Complete the configuration for user stories within Salesforce, Five9, omni-channel products, or other cloud-based technologies. Collaborate with developers to test and verify that solutions will meet the business requirements. Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training. Experience using Salesforce or similar CRM Products to develop client or business solutions. Hands on experience configuring Salesforce or similar CRM Product, including workflows, validation rules, and security controls. Proven ability leveraging analytical and problem-solving skills in a fast-paced environment. Detail-oriented individual with the ability to quickly ramp up on new clients, their business needs, and technologies. Strong presentation, communication (written and verbal) skills, and interpersonal skills. Ability to juggle and prioritize multiple tasks within a collaborative team environment. Demonstrates flexibility and willingness to do what it takes to get the job done. Drive and desire to learn and grow both technical and functional skill sets. Proficient in Microsoft Word, Excel, PowerPoint, Project, and Visio. Efficient administrator eager to leverage knowledge in cloud-based database management systems. Skilled in database security, backup and recovery with good understanding of automation and containerization tools. Team-oriented with strong work ethic. Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals. Detail-oriented team player with strong organizational skills. Ability to handle multiple projects simultaneously with a high degree of accuracy. Hardworking and passionate job seeker with strong organizational skills eager to secure Salesforce Admin position. Ready to help team achieve company goals. High-performing professional with extensive experience managing large-scale, complex databases. Skilled in SQL and database management systems. Strong understanding of database design and data modeling with excellent troubleshooting skills. Smart and committed to staying up-to-date with new technologies and advancements. Top-notch SF Admin with solid background in designing and implementing data management solutions. Strong knowledge of database security, backup and recovery. Collaborative and dedicated to improving and optimizing database performance.

# **SKILLS**

* Salesforce Service Cloud, Apex Development & Customer Relationship, Core Cloud Computing - Salesforce expertise
* Work with clients and end users to gather, understand, and define business requirements
* Develop user stories and to-be process flows to support the design and development of Salesforce solutions for our clients
* Work collaboratively with team members to design a solution that will meet a client’s business requirements and fulfill user stories
* Complete the configuration for user stories within Salesforce, Five9, Omni-channel products, or other cloud-based technologies
* Collaborate with developers to test and verify that solutions will meet the business requirements
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training
* Experience leveraging and configuring Five9, omni-channel products to develop a solution
* Experience soliciting, gathering, and analyzing user input and requirements
* Experience documenting user stories and creating to-be process flow diagrams
* Experience collaborating with business stakeholders
* Experience on a Salesforce implementation through the full Software Development Lifecycle (SDLC)
* Data Quality Engineering and Relational Database Management: ETL - Informatica - Monitor, Designer and workflow & SQL Server Management Studio, Advanced Query Tool and Oracle, Workbench Insurance Data analysis
* Software Testing Life Cycle & Agile Best Practices - Business requirements understanding, Jira, TFS and Quality Centre Excel spreadsheets
* Project & Time management & Administrative skills & Organizational planning knowledge
* IT market understanding and Salary and benefits negotiations
* QA Technical troubleshooting with Computer skills & Collaboration
* Azure Test Plans were used as a service with Azure DevOps that provides a browser-based test management solution. It also provides crucial capabilities in exploratory testing, user acceptance testing, and planned manual testing.

**Essential Duties/Responsibilities**

* Collaborate

o Work closely with Business Partners and IT to effectively articulate and communicate the roadmap of the business capabilities needed to achieve the vision while identifying integration points and maintaining business continuity.

o Serve as a liaison between the business and IT.

o Collaborate with different departments and enterprise governance members to get new projects off the ground.

o Contribute and create business Roadmaps.

* Guide

o Gather and analyze data to drive decisions for programs/initiatives/projects.

o Provide guidance and definition of business solution to effectively support business strategy.

o Should be highly self-motivated, hardworking, an innovator, and proactive in finding solutions.

o Track process errors and formulates a plan to prevent future errors of the same type.

* Create

o Create E2E process flows that define the way in which the various departments in a company are integrated.

o Create deliverables that drive decisions and actions.

o Reorganize the company’s process flow to better utilize resources.

o Develop Business Cases to support chosen Business Strategies.

o Design and puts into practice process improvements.

* Other projects and responsibilities may be added at the manager’s discretion.
* Business Analysis
* Onboarding
* Data Analysis
* Scheduling
* Budgeting
* SQL
* Business Process Mapping
* Forecasting And Planning
* Operational Assessments
* Predictive Modeling
* Dashboard Design
* System Integration Testing
* Network Monitoring
* User Acceptance Testing (UAT)
* User Profile
* Customer Needs Assessments
* Setting Up Profiles
* Workflow Configuration

# **Additional Information: Skills Summary - Domain**

* **Web Applications**: Android & IOS API level testing, Mobile, and Tablet Cross Device & Cross Browsers via Sauce Labs manual and automation configuration setup, Workforce Now, Marketing Cloud, Sales cloud, Service Cloud, Lightening Web components, SDLC, Cloud, Salesforce.
* **Banking/Finance**: Customer engagement – CRM, health, trading plat-forms, brokerage, asset management.
* **Compliance**: Asset Management Compliance Tools like Charles River Development and Global WEB Tool Application-Derivative back office and Trading Platforms
* **Payroll**: Workforce now and Run
* **Insurance**: Voluntary benefits, Active, Retiree, Group retiree, etc are the Data – Cloud/data Migration DW/BI, ETL Data mining / modeling
* **Programming Languages**: SQL, C, C++, node js, oracle, AQT, Java
* **Operating System / ERP Version**: Windows (Windows 7, windows 10)
* **Tools / DB / Packages / Framework / ERP Components / Languages/Databases**: SQL, JAVA, C / Oracle, DB2, MS Access, TOAD, SQL Developer, Informatic Power Designer, Workflow and Monitor, Beyond Compare, Perl Analyzer, SQL developer
* **Software Methodologies**: DevOps, Agile, Waterfall & Scrum
* **Web Technologies**: Cloud, Angular js, Salesforce, Lightening, DocuSign, Five9, Omni-Channel, Chat/Chatbots, IVR / Web, Scheduler, Genesis / Abacus Claims, Postman
* **Automation Frameworks**: DTF, ICEDQ, Night watch, Node js, WebStorm, Protractor, Cucumber, Jasmine, Provar, AccelQ, Copado, IntelliJ, Eclipse, Visual Studio, Intellij, Selenium
* **Project Management Tools**: Version One - V1 (Ultimate Edition -14) – AGILE, Jira., Team Foundation server (TFS), HP QC, ALM, Azure Devops
* **Build Tools**: Maven, Jenkins, Bitbucket, GitBash
* **Test Documentation**: Expert in documenting requirements, test plan, test strategy, effort estimation, test Design and test reporting
* **Cloud Applications**: Salesforce.com and Charles River Development
* **Accessibility Testing Tool:** AxeDev Pro
* **Wireframe Design:** Figma, Envision, Miro
* **Hardware Platforms**: Intel Series

# **WORK HISTORY**

# **Salesforce Senior Quality Assurance Lead Engineer / SME / Admin 11/2021 - Current**

**ADP**

**Marketing Cloud Project:** SFMC Interaction Studio was used to design the web and email campaigns for multiple Internal Product Marketing projects such as for Essential learning, Premium learning, Comp Services, Nayya Benefits, Datacloud, Voice of Employee and compliance on demand for creating leads or nurture them through various sales or education details with click tracking reporting events and user segments variations.

**Roles and Responsibilities:**

* Collaborated with the development and product teams to understand document management requirements within Salesforce.
* Created comprehensive test plans and test cases to ensure thorough coverage of document-related functionality.
* Experience using marketing cloud solution – interaction studio and audience builder: Checked links, reviewed graphic design, reviewed copy and relay results back to the developers and running the campaigns
* Performed all the activities associated with planning and execution of email and mobile messaging
* Partnered with Campaign Management to activate digital communications with a heavy emphasis on personalized and dynamic content and refined customer segments
* Demonstrated the company's core values of respect, honesty, integrity, diversity, inclusion and safety
* Performed day-to-day email marketing activities including but not limited to, drafting creative briefs, testing, QA, and performance
* Worked with Campaign Managers on creative briefs using industry best practices and learnings from Workforce now and RUN application’s email performance
* Utilized various workflow management systems to approve and deliver all necessary assets to Digital Communications Developers for coding
* Interfaced with targeting teams to ensure proper lists and validate audience size
* Used data and insights to evaluate effectiveness of digital communications
* Shared digital communications best practices and processes with various stakeholders
* Communicated Effectively and Candidly - Communicates clearly and directly, is approachable, relates well to others, engages people and helps them understand change, provides and seeks feedback, articulates clearly, actively listens
* Conducted functional, integration, and regression testing of document management features in Salesforce.
* Identified, documented, and tracked defects, and worked with the development team to resolve issues.
* Performed exploratory testing to uncover potential issues or usability problems.
* Verified data synchronization between Salesforce and document management systems.
* Ensured that documents are correctly associated with the relevant records in Salesforce.
* Validated the accuracy of document metadata and permissions.
* Developed and maintained automated test scripts for repetitive and critical test cases.
* Continuously improved automation frameworks and testing processes.
* Created clear and concise test documentation, including test plans, test cases, and test reports.
* Maintained documentation up to date and ensure it reflects the current testing status.
* Collaborated with cross-functional teams, including developers, product managers, and business analysts, to ensure alignment on testing objectives.
* Participated in daily stand-up meetings and provide regular status updates on testing progress.
* Participated in system testing and quality assurance efforts, including troubleshooting and issue resolution.
* Proactively identified opportunities for process improvement and automation using Salesforce automation tools.
* Validated the SFMC Interaction studio: Web and Email campaigns for multiple Internal Product Marketing campaigns.
* Reported the Click tracking for events on the Ad Campaigns, Modal and Emails.
* Verified the User segment variations with different user experiences via A/B Type or Rule based percentile.
* Authenticated leads generation process from Web or Email Journey Nurture due to modal abandon done by user.
* Corroborated the Email / Web Ad campaign contents by substantiating the clickable actions buttons or links to expected redirected URLs.
* Confirmed the target audience fetched from the Data Extension with user client details with the Sales team for moving ahead.
* Performed User Accessibility Testing using AxeDev tools and Voice over (MAC) with Keyboard focus.
* Reviewed code written by other developers for quality, performance, and adherence to coding standards. Optimized existing code and recommend improvements to enhance system performance and scalability.
* Automating the Salesforce Lead creation process through Selenium-cucumber framework.
* Independently evaluated the next generation of product features and functionalities as well as help to sustain our current products flows.
* Used JIRA to identify trends and areas for improvement for the team.
* Used product knowledge to identify issues and create bug reports.
* Estimated evaluation effort levels and balance and prioritize multiple projects in parallel.

**HRO - Vega Total Source project:** Sales Cloud Salesforce Application to document all the leads to fill in all underwriting and pricing, in order to make sure they are under company policies or rules for qualifying ahead to enroll as a company/account under ADP for serving the purpose of their interest in our software.

**Roles and Responsibilities:**

* Experience in testing configure, price, quote applications for the Salesforce Communications, Media, and Energy & Utilities Clouds.
* Collaborated with the development and product teams to understand document management requirements within Salesforce.
* Created comprehensive test plans and test cases to ensure thorough coverage of document-related functionality.
* Conducted functional, integration, and regression testing of document management features in Salesforce.
* Identified, documented, and tracked defects, and worked with the development team to resolve issues.
* Performed exploratory testing to uncover potential issues or usability problems.
* Verified data synchronization between Salesforce and document management systems.
* Ensured that documents are correctly associated with the relevant records in Salesforce.
* Validated the accuracy of document metadata and permissions.
* Developed and maintained automated test scripts for repetitive and critical test cases.
* Continuously improved automation frameworks and testing processes.
* Created clear and concise test documentation, including test plans, test cases, and test reports.
* Maintained documentation up to date and ensure it reflects the current testing status.
* Handled in salesforce CPQ integrations with billing, such as order management, revenue, recognition, reporting billing, cash revenue, bookings, ERP integrations complementing the accounting systems : managed the creation of transactional records with the billing rule, tax rule and revenue recognition rule keeping the records of your transactions in the finance book , GL accounts, applying more action to those transactional records with tax treatment revenue recognition treatment, GL treatment, aligning your org to accounting in the ERP systems, defining roles and treatments, dynamic invoice, plans, setting up usage products, guidelines for using those in salesforce billing with multi-currency, enabled billing account, fields, automating it.
* Experience in automating the Salesforce Billing process.
* Collaborated with cross-functional teams, including developers, product managers, and business analysts, to ensure alignment on testing objectives.
* Participated in daily stand-up meetings and provide regular status updates on testing progress.
* Monitored resolution of bugs, tested fixes and helped developers tackle ongoing problems by providing QA perspective.
* Built automated test scripts to handle repetitive software testing work.
* Authored and maintained well-organized, efficient and successful manual test cases for entire team.
* Advised developers on problems with databases, performance and other issues.
* Tracked, prioritized and organized defects with Salesforce and Provar, working with development team to facilitate timely corrections.
* Debugged code and located root causes of problems by reviewing configuration files and logs.
* Utilized Agile software development methods to increase team efficiency by 99%.
* Performed tests on modules and full software implementations for more than 8 parallel vertical of same project per year as strategic automation framework from QA front.
* Tested functional and compatibility of new programs or updates in comparison to existing applications.
* Developed and maintained defect databases for known issues.
* Operated under Agile and Scrum frameworks to complete releases and well-organized sprints.
* Collaborated with developers and product owners to stay current on product features and intended functionality.
* Kept scripts and test cases updated with current requirements.
* Recommended changes and corrections to developers for optimal software performance and usability.
* Evaluated function, performance and design compliance of every product against design standards and customer needs.
* Reduced overall testing hours 95% by writing and optimizing automation test scripts in Provar.
* Identified and tracked defects with Jira and supported developers in resolving problems by completing additional tests.
* Incorporated delivery requirements into planning of testing schedules.
* Documented testing procedures for developers and future testing use.
* Experience with design and development of Salesforce CPQ Products and Price Lists.
* Understanding of the interactions of sales cloud as it relates to Salesforce CPQ.
* High level understanding of Product Hierarchy / Product Rules Configuration Attributes / Pricing Rules.
* Salesforce administration (profiles, security, roles for approvals etc.) especially as it pertains to CPQ with Well-versed in software engineering principles along with Advanced Approvals is a plus due to Strong analytical and reporting capabilities, problem solving, negotiation, task and project coordination and organization skills.
* Excellent verbal and written communication skills; including documenting business processes, use cases and business requirements documentation, functional specifications, and test scripts/results.

# **Salesforce Architect 07/2021 - 10/2021**

**Wells Fargo**

**Service and Sales Cloud:** Salesforce helps Wells Fargo run its business better across banking, mortgage, investing, credit card, plus personal, small business, and commercial financial services. Between them these businesses use 43 Salesforce orgs.

**Roles and Responsibilities:**

* Participated in system development life cycle from requirements analysis through system implementation.
* Monitored and tested application performance to identify potential bottlenecks, develop solutions, and collaborate with developers on solution implementation.
* Managed day-to-day administration of the Salesforce platform, including user management, data maintenance, and system configuration.
* Experience in testing configure, price, quote applications for the Salesforce Service and Sales Clouds relates to Salesforce CPQ.
* Salesforce administration (profiles, security, roles for approvals etc.) especially as it pertains to CPQ with Well-versed in software engineering principles along with Advanced Approvals is a plus due to Strong analytical and reporting capabilities, problem solving, negotiation, task and project coordination and organization skills.
* Azure Test Plans were used as a service with Azure DevOps that provides a browser-based test management solution. It also provides crucial capabilities in exploratory testing, user acceptance testing, and planned manual testing.
* Designed, implemented, maintained, and improved Salesforce customizations including CPQ (Steelbrick) and approvals configuration, custom fields and objects, layouts, flows and rules
* Translated technical designs into CPQ product configurations
* Helped peers and guided users on advanced CPQ functionality
* Analyzed business problems & feature requests and streamline processes and maintenance
* Helped test and validated product configurations and developed features
* Provided deal support as it relates to Quote, Approval, Order, Contract and related objects
* Participated in weekly sprint prioritization of system enhancements and release processes
* Identified existing sub-optimal features and drive performance and scalability
* Continuously reviewed and improved on the quality of internal user guides and process documentation
* Gathered requirements, researches and analyzed existing, and proposed solutions in the development, modification, or enhancement of programs or systems.
* Engaged in dependency analysis, functional design, workflow analysis, use case analysis, data and process modeling, with a clear understanding of the current and future business rules
* Participated in the Testing discipline by partnering with the Test Lead to support including Test Planning, incident research and analysis, Test strategy, QA and user acceptance testing functions, as needed
* Leveraged a deep understanding of system behavior and data properties to assist Test Lead in determining efficient and effective approaches to testing broad and/or complex topics
* Worked independently to prepare and plan all aspects of the Requirements discipline, including controlling or participating in estimating, feasibility analysis, meeting facilitation, management and executive reporting, change request management, issue tracking, process improvements, and project planning
* Provided support as needed throughout the project lifecycle, participating directly in issue resolution, break and hot fix support, and triage in the identification and resolution of all project incidents, documentation maintenance and traceability as related to the Requirements discipline
* Stayed current with customer needs and strategies; utilized formal and informal written communication methods to communicate updates and findings; and facilitated meetings and presentations to all types of diverse audiences
* Created reports and analyzes data to identify solutions that meet business goals
* Analyzed current processes and identifies existing or potential problems in order to discover new process improvement opportunities

# **Senior Salesforce SME Strategic Quality Assurance Lead / Admin 09/2011 - 06/2021**

**Larsen & Toubro Infotech, LTI- Mercer (Marsh & McLennan), Fidelity Investments, Citi**

**Project CRM Unification-VB Salesforce, Data Migration, Group Retiree Migration**: Group Retiree – Association Life and Health Clients will migrate from Workbench to Salesforce. Proactive Notification Emails for Association Life and Health Customer and certificate migration POC was a great success in the initial quarter of 2021 year. This also accounts to all Salesforce Data Model and data migration via informatica changes for addressing group retiree policy holders with billing, cases and other vital information. Integration with Genesis and Abacus for

Claims. Expanding Chat/Chatbots to Retiree Scheduler, Capturing SMS opt-in via Web and IVR also at the end clients. Completed minor preventative maintenance and mechanical repairs on equipment.

**Roles and Responsibilities:**

* Test Lead experience in the healthcare domain on Lightning UI of Force.com platform of Salesforce and build Test automation framework (Nightwatch-Cucumber/Provar) within Agile Environment
* Prepared industry-standard test plans, results in execution & tested result reporting mechanism
* Hands-on experience in Test management Tool – Jira, VersionOne, TFS
* Maintained JIRA projects, workflows, permissions, sprint, requirements, test plan, test cases, release, functional, regression, smoke, integration, system , negative , happy path , exploratory and sanity test scenarios, reporting and users while working in a JIRA 6.x & 7.x environment.
* Experienced in testing Service cloud console, Disposition , case management workflow, reports, dashboards, email templates , list views, validation rules, customers labels, fields, visual force for multiple Business units like Active, retiree, VB and Sales console , opportunities and quotes workflow.
* Experience in tracking the Salesforce Billing payments using several objects such as Payment object, a financial record, payment event, receiving a check or credit card information and information about the amount of the payment, the payment type, and a look up to the account users with posted invoice of balances. Verifying the various payment method fields: gateway, token and autopay and making sure of PCI compliant with an ACH Payment method or lockbox processing.
* Validating Salesforce Billing allowing three ways to create payments: Manual creation for accounts receivable, scheduled payment job run for posted invoices and self-paid at SFDC Center via own payment methods by end customers
* Exploratory Salesforce testing covering many areas, including data consistency validation, UI testing, user input validation, cross-browser compatibility testing, error message validation, reports and dashboard testing, flow testing, integration testing, UAT and production.
* Troubleshooted the problems with automated rules in the system like workflow, validation, assignment, etc. Performed the compatibility testing in case Salesforce integrated with third-party applications. Also role-based testing to ensure the consistency of data performing the Equivalence Partitioning and Boundary Value Analysis both positive and negative Test Scenarios
* Set up Visual Studio Code as IDE for Salesforce and configured with Salesforce CLI & Extension, Created Test project and authorized org.
* Experienced in all stages of Software Development Life Cycle (SDLC) beginning from initiation to deployment and support.
* Excellent programming skills in SQL, experienced in RDBMS including MS SQL Server and Oracle Database.
* Experienced working in an Agile development environment using JIRA and Zephyr tools for project and test management purpose.
* Professional expertise in Smoke Testing, Black-Box Testing, User Acceptance Testing (UAT), Functional Testing, Positive/ Negative Testing, System Testing, Regression Testing, GUI Software Testing, Ad-hoc Testing, Cross Browser/ Cross Platform Testing, UI Validation and Boundary Value Testing.
* Experienced in Test Driven (TDD), Behavior Driven (BDD) using Gherkin language, JAVA, Selenium in both Intellij , Nightwatch and Cucumber Automation Frameworks
* Experience in improvement of Data driven and Hybrid frameworks using JAVA.
* Worked with Agile Scrum Methodology, involved in full life cycle of the project, attended daily Scrums, Sprint Planning, and Sprint Review Meetings, update test data as per the frequently changing requirement.
* Analyzed system design documents and was involved in the review discussions of business requirements.
* Designed and developed test scenarios, test cases, and steps for various business processes covering both positive and negative testing requirements.
* Conducted Manual Testing of web-based and Mobile applications and used JIRA for Project and Test management purpose.
* Updated and enhanced test cases using Java Programming.
* Corrected Test Cases and fixed errors to develop robust scripts.
* Cross Browser Testing e.g. executed test cases against various browsers like Firefox, Google chrome, IE and Safari.
* Generated automated defects, metrics, and reports.
* Submitted Bug Reports using JIRA.
* Communicated with Application Developers, Project Manager and other Team Members on Application testing status.
* Used JIRA and created test sets and selectively run tests both manually and using automation test scripts.
* Documented test strategies and test plans, for new product development, with input from application development team and business operations stakeholders.
* Developed regular reports of findings and any recommendations to be communicated timely to management team
* Performed backend testing to validate the data using Oracle SQL developer and added SQL queries to the required test cases.
* Reviewed, processed and approved business requirements to ensure that all aspects of product quality have been considered while also confirming that each business requirement has clear acceptance criteria.
* Developed test automation scripts in support of functional testing, regression testing.
* Assisted with the development of corrective action plans and follow up to ensure that plans are implemented and corrective actions are maintained.
* Conducted automated GUI, functional and regression test using Selenium WebDriver with JAVA and TestNG.
* Effectively logged, tracked, and verified resolution of software and specification defects.
* Conducted automated GUI, Functional and Regression test using Selenium WebDriver with JAVA, and TestNG.
* Attended scrum ceremonies such as daily standup, retrospectives, backlog grooming, and others to discuss preparation, determination and findings relative to testing coverage.
* Participated in bug review meetings and daily stand-ups to provide QA estimates.
* Outstanding communicator with extensive experience in customer service as well as ability to identify, develop and enhance client relationships.
* Excellent knowledge in writing unique XPath without using firebug and fire path to identify web elements.
* Versatile team player with strong interpersonal communication skills and proven track record of academic and professional achievements.
* Attention to detail with all requirements having the ability to see the big picture
* Planning and organizational skills along with documentation and EOD report writing
* Ability to work in a team with awareness of Software Development Life Cycle
* Logical and critical thinking skills to come up with workaround for PROD issues or technical challenges
* Flexible to work during overlap hours for client and offshore interactions
* Drove end-to-end software quality, while focusing on ensuring strong customer experiences and instilling quality as a core discipline into every aspect of the product development organization and the company as a whole
* Responsible for the overall testing strategy and tactics, including environments and tools with a focus on requirements management, test case management, test design, test automation, continuous integration, performance, and security
* Developed, tracked, reported, and acted upon metrics and KPIs that provide transparency and continuous improvement of product development effectiveness and product release readiness from a quality perspective
* Led continuous improvement initiatives with defined benchmarks and measures that focus on product quality
* Ensured compliance with standards for reporting and tracking of defects and their resolution across the entire product suite
* Collaborated closely with product mgmt. and engineering teams to define and validate acceptance criteria
* Created, Maintained and executed detailed, comprehensive and well-structured test plans and test cases for web, mobile, API, security, performance, black box, white box, regression testing
* Identified, recorded, documented thoroughly and track bugs
* Built and monitored automated tests and notify engineering teams of failed test.
* Estimated, prioritized, planned and coordinated testing activities
* Handled tasks of testing voice channel content of individual connections
* Conducted tasks like testing functionalities of IVR systems and preparing test scripts to support the testing process
* Performed speech quality analysis and speech path verification under the guidelines of senior IVR tester
* Evaluated the quality of voice channel received in IVR systems
* Provided support in voice channels and user-plane interfaces
* Performed responsibilities of integrating network in IVR systems as required
* Work with client team to identifying any issues with IVR (Interactive Voice Response) applications running on IP based platform
* Call in to legacy IVR platform, exercise various menu options, record the observations, repeat those calls on IP IVR platform, compare the observations, report any anomalies

# **CERTIFICATIONS**

* Salesforce Certified Administrator (SCA)
* NCFM: Financial Markets Certification
* NCFM: Equity Derivative Certification
* NCFM: Mutual Fund Certification.
* ISTQB: Indian Testing Board
* ILead Program - LTI
* LinkedIn - Project Management
* LinkedIn - Learning Salesforce
* LinkedIn - Service Cloud
* LinkedIn - Apex Development
* LinkedIn - Core Cloud Computing
* LinkedIn - Agile Best Practices
* LinkedIn - Salesforce Essential Training
* LinkedIn - Learning Salesforce CPQ
* LinkedIn - Salesforce for Sales Managers
* LinkedIn - Integrate Sales navigator CRM
* LinkedIn - Salesforce Admin Cert Prep: 3 Sales, Marketing and Service Application

**EDUCATION**

University of Texas at Austin Jun 2021 – Apr 2022

Post-graduation in Cloud Computing

Biju Patnaik University - India Jul 2007 – May 2011

Bachelors in Computer Science & Engineering