# PROFESSIONAL SUMMARY

* Overall 5.5 years of experience in the field of IT Industry
* 3.2 years of working experience in Salesforce.com administration, configuration, development.
* 3.5 years Salesforce functional testing experience.
* Experienced in  functional testing, integration testing,  regression testing.
* Experience in defining Test Scenarios and Test Cases, developing and maintaining test scripts, analyzing bugs, interacting with team members and track the bugs till closure.
* Well versed with Software Development Life Cycle (SDLC), Software Testing Life Cycle (STLC), Logging and Tracking Defects in all the phases with major responsibilities.
* Experience in Defect Reporting and Defect tracking process using Bug Tracker and Jira.
* Utilized declarative features like Validation Rules, **Workflows and Approval Processes** for automated alerts, field updates, assignments, and email notifications as per specific business needs. Experienced in coding using Triggers, and Packages.
* Worked on code Migration tools **Force.com IDE**, Eclipse and have knowledge of **Changeset** migration code and configuration from the Dev sandbox to Production
* Experience in data migration using **Import wizard** and **Apex Data Loader**.
* Well versed in **Administrative** **Activities** on Salesforce that includes managing users, security controls, post-refresh, and data management.
* Generated **Dashboards**, **Custom Reports** as per requirement.
* Interacted with Customers for requirement gathering and effective analysis.

# WORK EXPERIENCE

* Working with Cognizant as a Salesforce Test Engineer, Hyderabad from Oct 2019 to Till now
* Working with Quadone Technologies as a Salesforce Test Engineer, Hyderabad from Dec 2018 to Oct 2019
* Worked with Liva IT Services as a Salesforce Developer, Hyderabad from Oct 2015 to Dec 2018

# EDUCATION QUALIFICATIONS

* B.Tech from Srinivasa Institute of Engineering & Technology college (JNTU affiliated) passed out in 2013
* Intermediate (MPC) from Aditya Jr. College pass out in 2009
* Tenth (SSC) from ZPH school pass out in 2007.

# PROJECTS PROFILE

**Project**

Project Name :SEI

Environment : Salesforce.com

Role : Salesforce Tester

**Project Description:**

Strategic Education Inc in short SEI is education holding organization. The company owns for-profit, online Capella University and Strayer University. As part of migration SEI is moving from Oracle’s PeopleSoft campus solution application to Salesforce Service Cloud with lead data coming from Eloqua application through integration. As part of Salesforce project we will be creating Student data, opportunities, etc. from the lead data received from Eloqua and Campus Solution.

Strategic education inc holds the responsibility of student admission, enrollment and graduation process of capella and strayer university

With the support of legacy applications like PS CS, PS CRM and HR workday

in this migration project I have involved in validation of student cycle implementation in SFDC and automation of regression suit.

**Responsibilities:**

* Static testing on requirements documents
* Involved in designing End to End test cases.
* Involved in Regression testing.
* Attended daily scrum and retrospective meetings.
* Bugs / issues retesting and reporting the final status appropriately.
* Involved in spot Data check
* Involved in Security Testing
* Involved testing in various salesforce instances like QA,UAT

# PROJECTS PROFILE

**Project**

Project Name :Quote To Cash

Environment : Salesforce.com

Role : Salesforce Tester

**Project Description:**

Quote 2 Cash is a Salesforce CRM project of Quest Software US. The company Quest is into sales & services of software & hardware products to industries such as IT, Banking, Government, Health etc across the globe. These products and services are offered through five main business divisions like Platform Management, Information Management, Data protection, Unified endpoint management, One Identity. Quest were using various CRMs like siebel, bhoomi etc to run the business operations, now they are migrating to Salesforce with additional new functionality for ease of doing business and better transparency.

As part of phase one Quest released Q2C Sales process to business that covers the Salesforce modules such as Accounts, Contacts, Opportunities, CPQ, Approvals, Orders. In phase two its planned for Services followed by SAAS.

**Responsibilities:**

* Static testing on requirements documents
* Involved in designing End to End test cases.
* Part of SIT-1 (System integration testing) and SIT 2 testing.
* Involved in Regression testing.
* Attended daily scrum and retrospective meetings.
* Bugs / issues retesting and reporting the final status appropriately.
* Involved in spot Data check
* Involved in Security Testing
* Involved testing in various salesforce instances like
  + DevPOC (Bugs Retesting, User stories)
  + DevFull (SIT 1, SIT 2, Regression)
  + TST (Pre UAT, UAT)
  + Production (Smoke & Sanity Testing)

**Project**

Project Name :Western Asset Protection

Environment : Salesforce.com, Apex, Visual force

Role : Salesforce Developer

**Project Description:**

Western Asset Protection is a Field Marketing Organization. It is used to calculate the Agent commissions based on the policies created using Production file and Statement file. Production file allows the policies with enrolled status and statement file allows the policies with approved status by comparing the existing policies it will create/update the records. By using jitterbit we automate

the process which load the policy records into Salesforce. Based upon the loads and performance of the Agents the amount is distributed via commission policy through hierarchical process (WAP-Agency-Agent).

Printing checks for Agents and Agencies for amount they earned through commission policy. This is an automated flow where mangers enter check number and takes print of those checks and distribute it to respective Agents and Agencies.

**Responsibilities:**

* Developed Apex Classes, Triggers and Workflow rules to meet their business requirements.
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the data security is available only to the authorized users
* Supported application code deployment from Test to Production environment using change Set and Force.com IDE.
* Created new sandboxes and deployed Components and Data from one environment to another and managed sandbox refreshes
* Developed Custom Objects & Fields, Tabs and Visualforce Pages.
* Customized Custom fields, page layouts, record types, searching, list views, queues, reports, and dashboards. Maintained and created workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules
* Documented & Maintained overall system configuration, change control, and enhancements.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in Mass imports and exports of data.
* Worked on Migration tools Force.com IDE, Eclipse and have knowledge of Changeset migration code and configuration from the Dev sandbox to Production.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Project**

Project Name : **Just Bake Application**

Environment : Salesforce.com

Role : Salesforce Developer

**Project Description:**

Project is all about maintaining details about sales and evaluating the profits through dashboards & reports. Differentiate the data of different stores in various cities.

**Responsibilities:**

* Worked on Standard objects, Data accumulation.
* Developed Apex Classes, Triggers and Workflow rules to meet their business requirements.
* Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization.
* Used Command Line Data Loader for Data Migration.
* Developed Apex Classes, Apex Triggers, Custom Controllers, and Controller Extensions.
* Deployed changes from sandbox to production environment using Change Sets.
* Participated in KT sessions for business users and other associates working with SFDC.
* Involved in Design, development, planning, testing and deployment of application.

**Project**

Project Name : **Survey Application**

Environment : Salesforce.com

Role : Salesforce Developer

**Project Description:**

Project is to taking feedback about on services from prospects or leads or contacts to conducting campaigns through sending Emails by using site.com. Conducting different types of Campaigns at a time. To generate the various types of reports and dashboards as per the requirement.

**Responsibilities:**

* Worked on Standard objects, Custom objects.
* Developed Apex Classes, Visualforce pages and Workflow rules to meet their business requirements.
* Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization.
* Used the Force.com plug in for Eclipse IDE to develop, enhance, test, and deploy applications on the Salesforce Platform.
* Developed Apex Classes, Custom Controllers, and Controller Extensions.

# Personal Information

Date of Birth : 7th Sep, 1992

Marital Status : Single

Languages Known : English and Telugu

Madhuri Matta