

Shahin Bagwan

Role : Senior software engineer
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PROFESSIONAL SUMMARY

- Having **3.6 years of working experience** in worked as Freelancer for 6 months 1.6 year as Customer Support associate and 1.5 years as Software and Senior Software engineer in reputed Organizations.
- Good client facing skills with expertise in Testing/QA process(Automation and Functional) and Working experience as Developer in an agile lifecycle .
- Extensive experience in analyzing and solving day-to-day client issues.
- Good communication skills, interpersonal skills, adaptive and self-learner.

SKILLS/TOOLS

- Good knowledge of **SDLC, STLC, Functional Testing, Integration Testing, UI Testing, Regression Testing, System Testing Smoke Testing, compatibility Testing and Ad-Hoc Testing. Production Testing, SIT.**
- Involved in identifying Test Scenarios and writing test case by applying Test Case Design Techniques.
- Involved in **Reviewing Test Cases and writing Test Plan.**
- Having knowledge of **Defect Life Cycle.**
- Involved finding the web elements using Xpath
- Working in **Healthcare** domain
- Experienced in Software Automation testing using **Selenium WebDriver.**
- Experience in Automating Web Application Testing using Selenium WebDriver with TestNG and Cucumber BDD framework.
- Have good experience in **Agile and Waterfall Testing Methodology.**
- Having a good knowledge of testing Admins for the applications
- Effectively handled multiple Change Requests in the projects.
- Experienced in in **CRM salesforce.com and Service MAX**
- Created and edited the page layout and record types as a **Salesforce System Administration.**
- Gathered business process requirements and utilize Salesforce functionality to automate and achieve those objectives.
- Developed reports, dashboards, and process to continuously monitor data quality and integrity.
- Good experience in **postman API testing.**
- CRM Salesforce.com classic experience of almost 2 years.

- Experienced in Salesforce development using **Apex** and Visulaforce.
- Good experience in **Service Max** testing.
- Good experience in Testing **SAP MP1 integration with Service MAx**.
- Salesforce - Strong knowledge of Service Cloud - ServiceMAX configuration, SFM wizards, Dispatch Console.
- Strong knowledge of mobile applications in ServiceMAX Exposure on configuring FSA application and other mobile applications in ServiceMAX.
- Having experience in Workflow, Validation rules, approval process, sharing rules and customization.
- Strong Knowledge in Salesforce Service cloud implementation workflows and Functionalities.
- Experienced in working with Data Loader, Work Bench and Import wizard.

EMPLOYMENT HISTORY

Employer	Designation	Duration
Mindtree Pvt Ltd	Senoir Test Engineer	11 th May 2019 – Currently working
Persistent Systems	Software Engineer	10 th September 2018 to 2 nd April 2019
AmazonDevelopment Center	Resolution Specialist(Customer Support Associate)	11thJune2017 to 12th December 2018

Professional Details

Mindtree Pvt Ltd	
Duration	11th May – till date
Customer	Philips
Project Description	SMAX (Service Max) - Philips Health care would like to do Service in FSE - Field Service Engineering which can be web-based or Mobile. Functionalities are same for both mobile and Web-based. Where the IP (Installed Product) acts as the System Base which has 2 types Traceable / Non -Traceable will be the trace item for the product in the system.
Role	QA Tester for Salesforce CRM

Responsibilities/ Deliverables	<ul style="list-style-type: none"> • Involved in Salesforce testing method to create (Case, Work Oder, User profiles, Account, contacts, Assigning the work order to the technician) •Involved in automation of Functional scripts using Selenieum –Cucumber BDD Framework. • Participated in interactions with the client to understand the requirements. • Writing the SIT test cases and UAT test cases in the Tracker tool. • Closely work with the lead for Test cases reviews • Execution of test cases and triaging the defects. • Reporting daily status to Lead and Manager • Extensively involving with DEVELOPMENT and BA Teams for Defect Triage • Maintaining Reports for Execution and tracking them until the successful release. • Ensuring on time delivery of all deliverables.
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Persistent Systems	
Customer	Paani Foundation App
Project Description	Paani Foundation NGO has launched an App for the benefit of villages taking part in the Satyamev Jayate Water Cup competition. This Android App helps each village track their progress in the Water Cup. The final Water Cup score is based on the data that they have entered into the App.
Role	Salesforce Developer
Responsibilities/ Deliverables	<ul style="list-style-type: none"> • Worked as Salesforce backend developer and was involved from requirement gathering to deployment using Apex, Visual Force, Triggers, generation of Reports in excel, pdf format as per requirement and dashboards. • Carried out the complete analysis of the functionalities and gathering requirements and prepared the requirement document. • Development of the Rest Api's to store and manage the data inserted by users on Salesforce

Customer	IBM app Connect
Project Description	Connector used to connect/link various operations between more than two different endpoints Both on premise and cloud.
Role	QA Tester
Responsibilities/ Deliverables	Worked as QE for testing connectors using IBM lookback framework including API testing ,writing test cases executing test cases, Performance testing through complete STLC ,right from updating daily status to Stake Holders, understanding requirements from client to deployment of deliverable in production ,and handling production issues and giving demo's to client for developed product.

Amazon Development Center

Role	Resolution Specialist (Customer Support executive)
Responsibilities/ Deliverables	<ul style="list-style-type: none">• Worked as a Resolution specialist providing resolution to customer support associates, solving queries of Amazon customers.• Provided Support for associate in the team including Chats, Email and Calls for Indian and North America Customers.

EDUCATION SUMMARY

Qualification/Degree	Board/University	Year of passing	Percentage
B. Tech (Information Technology)	Kolhapur institute of Technology, Kolhapur	2017	62.50
H.S.C(12th)	Vivekananda Junior College, Kolhapur	2012	70.83
I.C.S.E(10th)	Seventh Day Adventist Higher Secondary School, Kolhapur	2010	74

PERSONAL INFORMATION

- Date of Birth : 10th June 1994
- Marital Status : Single
- Languages Known : Hindi/English/Marathi
- Current Location : Pune, Maharashtra, India
- Permanent Address : Kolhapur Maharashtra India.