

## Raj Nishad

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### PERSONAL PROFILE

A Quality Assurance Engineer with an Industry Experience of 3+ Years of specialization in Salesforce, Software Testing and Project Management. I have worked in a fast-paced startup ecosystem which has allowed me to be a quick-learner & adaptable to any changing requirements. I'm open to New Growth & Career Opportunities which allows me to manifest my expertises.

### PROFESSIONAL SUMMARY

- Offering 3+ years' experience in Software Testing and Project management.
- Exposure in professional skills such as project management, quality assurance, release management, defect management, team management and coordination.
- Excellent exposure of software development life cycle (SDLC) including agile/scrum,
- A solid understanding of quality assurance as a part of the development and implementation process.
- Hands on experience in working on web based applications(client/Server), smoke, sanity testing, regression testing, functional testing,Integration testing and end to end testing.
- Hands on experience in working on Salesforce.com, Salesforce CRM, Salesforce Security Model, Process Automation and more.
- Proven track of accomplishment working on multiple projects.
- Ability to work collaboratively with developers, PM and external team members.
- Dedication in delivering high standards and excellence.
- Was in charge of multiple teams to ensure seamless delivery of projects.
- Engaged in the functional as well as technical discussions with the client and team.

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### TECHNICAL SKILLS

- Bug Tracking & Test Management Tools: JIRA, Zendesk.
  - CI/CD Tools: Functional Knowledge of Copado.
  - Salesforce Tools: Data Loader, Data Export/Import Wizard.
  - Wireframe & Flow Design Tools: MockFlow, Draw.io,Balsamiq
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## EXPERIENCE

- **Enigma Software PVT LTD, Pune — Sr. Quality Assurance Engineer**

October 2017 - PRESENT

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## RESPONSIBILITIES

- Worked as professional Quality Assurance & Software Tester on the Salesforce platform for 2.5+ years.
  - Majorly responsible for the end to end project and team management.
  - Analyze the business requirements and closely work with the team.
  - Responsible for requirement gathering, solution designing, testing, test management process.
  - Responsible for JIRA issue tracking and management.
  - Responsible for the resource management, organizing and monitoring the daily scrum calls and meetings.
  - Run sprint review, sprint retrospective meeting and sprint grooming session with the development team.
  - Perform technical analysis to identify the scope and schedule for upcoming project tasks and individual work items.
  - Participating in all aspects of product testing, including test plan development, execution and delivery of well tested solutions.
  - Ensure the full application of all relevant QA standards to validate application functionality.
  - End to end client interaction and technical support.
  - Coordinate the delivery of demos to the client and team.
  - Provide guidance and supervision to more junior testers.
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## CERTIFICATION

- Salesforce Certified Administrator (ADM 201)
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## EDUCATION

Bachelors of Engineering (Information Technology): ***Thakur College of Engineering and Tech, Mumbai***

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## PROJECT WITH EMPLOYMENT

Project Name	Client Name	Team Size	Designation	Role	Technology
<b>wework</b>	The We Company United State.	24	Sr. QA Engineer	Team Member	Salesforce, Apex, MySQL, SF Autorabit, Copado, Dataloader, Jira, Git, Postman, Workbench etc.

<b>Description</b>	<ul style="list-style-type: none"> <li>• This project has been developed to provide the shared workspaces for technology start-ups, and services for other enterprises. WeWork designs and builds physical and virtual shared spaces and office services for entrepreneurs and companies.</li> <li>• It maintains the new as well as existing PNM details, track the activities and scheduling their visits to interested workspaces, converting the PNM into successful deals.</li> </ul>
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Worked on the Salesforce Configuration, Salesforce Customization &amp; Salesforce Classic &amp; Lightning.</li> <li>• Performed end to end testing, functional testing, integration testing, system testing, smoke-sanity testing and regression testing.</li> <li>• Performed exploratory, ad-hoc and experienced based testing.</li> <li>• Expertise in designing and developing strategic test cases, test scenarios, test reports.</li> <li>• Salesforce support and case resolution and case management.</li> <li>• Responsible for the sprint planning, prioritize issues &amp; estimate.</li> <li>• Majorly responsible for the team handling and meet the deadlines.</li> <li>• Writing release notes and email communication.</li> <li>• Manage QA team and testing process.</li> <li>• Demonstration of the work done, on the day of delivery as well as responsible for writing release notes &amp; Involved in preparation of Test Plans.</li> </ul>

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## **SIGNIFICANT ACCOMPLISHMENTS**

- Conducted User Acceptance Testing(UAT), supported clients during testing weeks to build and strengthen their confidence in product.
  - Successfully worked on on-site assignments such as release planning, also involved in the product backlog meetings, product reviews and deciding upon further course of action.
  - Reviewed activities such as Requirements Review, Design Review, Test Strategy Review, Test Case Reviews.
  - Created comprehensive software testing plans that included resource requirements and management, sprint planning, schedule assumptions and scope based inputs from the development and coordinating same with the team.
  - Responsible for the product module demonstrations and presentations.
  - In order to build and expand the QA team. Lead and mentored the peer QA engineers.
  - Conducted sessions for the best practices on various SF topics & UI and UX design.
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## **DECLARATION**

I hereby declare that the above information is true to the best of my knowledge.

**Place:** Pune.

**Date:**