

Name: Tejaswi Damera

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Professional Experience

- 3.8+ years of experience in IT Industry in Salesforce Customization and QA
- Sales Cloud and Education Cloud
- Experience in writing Workflows, customizing sites .
- Worked on Communities.
- Experience in Process Builders, Workflows.
- Experienced in analyzing business requirements and implementing them to Salesforce custom objects, master-detail relationships, lookup relationships.
- Experienced in Creating Roles, Profiles, Page Layouts, Workflow Alerts and Actions and Approval Workflow.
- Experience in Importing & Exporting the data with the help of Import Wizard & Data Loader.
- Compact layout, Navigation, Buttons, Links & Quick Actions.
- Very good command in implementation of security & sharing rules at object, field and record level for different users at different levels of the organization.
- Easily handle all administrative functions including user, profile and role management.
- Working experience with Custom Object/Fields, Email Templates and Organization-Wide Defaults.
- Experience working with Salesforce.com sandbox and production environments.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases.
- Experience in Deployments through Change Sets.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Email alerts, Reports, Dashboards and Tasks.
- Writing Web to Lead forms and converting forms
- Configuring the metadata
- Writing Duplicate rules and matching rules
- Configuring web to case and web to lead
- Integrating Salesforce to outlook and G-mail to Salesforce
- Configuring Einstein activities
- Configuring pages and installing apps and configuring
- Experience in preparing the Test Scenario, Test cases and Test Data.
- Skilled in understanding Software Requirement Specification and Test Scenarios
- Experienced in Functional Testing & Non- Functional testing on Salesforce application.
- Defect Reporting and Tracking using defect Management tool.
- Involved in different types of testing like Regression Testing, Re-Testing
- Experience of logging defects, defect tracking using Azure DevOps tool.

Career Highlights

- Got Appreciation and gift from Client (University Hub)

Work Experience

- Currently working as a Salesforce Quality Analyst for Proxforce Software Services Private Limited
- Worked as a Salesforce Administrator for Prowess Software Services Private Limited from June 15th 2019 to 2021 June 25th

Educational Qualification

- B. Tech - from Christu jyothi institute of technology and science, Jangaon

Project # 1

Project: Conflict

Client: Deloitte

Role: Salesforce Quality Analyst

Description :

Paradigm is Deloitte's global Client and Engagement Acceptance solution which guides Deloitte business and provides a single user-friendly risk assessment solution throughout global network

Responsibilities:

- Understanding the business flow using functional specs
- Understanding the Business requirement, functional requirements & specifications
- Performed Smoke, functional, negative, positive, Regression and End to End testing
- Provided demos to the clients at the end of every sprint on assigned User Stories
- Experienced in working Agile- Scrum model
- Mostly worked on Account and Opportunity objects and on custom objects (Paradigm Case, Approval Matrix)
- Worked on Test case designs, Test Case execution, reported bugs and identified functional gaps
- Helped to SIT team testers on each sprint on understanding the functionality and clarifying the doubts and observations

Project # 2

Title : University HUB(Education Cloud)

Role : Salesforce Administrator

Description :

Education cloud is a place where when we can track the students information and tasks and marks, terms success plans And tasks etc

Responsibilities:

- Installing HEDA Package and Configuring the things
- Creating objects and fields and Field Dependencies
- Creating Sites and Community and Configuring them
- Creating validation rules, work flows, Process builders, Approval Processes and Permission sets, Queues
- Creating Sharing Rules and Security Settings
- Creating users and community users
- Writing test classes and positive test cases and negative test cases
- Writing Documents and creating Reports and Dashboards and Report types
- Writing Web to Lead forms and converting forms
- Configuring the metadata
- Writing Duplicate rules and matching rules
- Configuring web to case
- Integrating Salesforce to outlook and G-mail to Salesforce
- Configuring Einstein activities
- Configuring pages
- Configuring sites and giving permissions
- Experienced in Data loading using Data loader and Dataloader.io and Data import wizard and jitterbit and scheduling the data loading using jitterbit
- Configuring pages, and handling stripe products and prices
- Installing hello sign and configuring the hello sign
- Installing and customizing Custom metadata loader

Project # 3

Project: Verciti

Role: Salesforce Quality Analyst

Description :

Versity, it's a Blood Research Institute which provides Health Care Services and Medicine to the patients through diagnostic laboratories

Responsibilities:

- Handled issues with Data Sharing, Data Security, Permissions and profiles
- Supporting issues with Workflows, Approval Processes, and Validation Rules.
- Creating and Modifying Record types and Page Layouts
- Handling issues related to Data Management such as Bulk Import, Export, Update and Delete Data.
- Created new custom objects, assigned fields, custom tabs, components, custom reports
- Created custom report types to meet the business requirement



Project # 4

Project: Great Philly School

Role: Salesforce Quality Analyst

Description :

This portal gives the information about School which is located in Philadelphia city, US. There are listed two types of school K-12 School & Preschool/Daycare with all information of school. User can search schools by location & some properties to show the result. School owner can handle CMS independently to update/images at their end.

Responsibilities:

- Understanding the business and system requirements specifications
- Write, track, manage, execute and prioritize Test Cases.
- Involved in test case reviews and updating them as per the review comments.
- Conducted GUI, Functional and Regression Testing.
- Performed Compatibility Testing.
- Effective Defect tracking and Reporting.
- Interacted with developers, users and various members of my team to discuss and to resolve defects by setting their priorities.

