RANJIT KUMAR TIWARI

Contact Numbers: +91-8368391148,9910530717 || E-**Mail:** bmtsmttiwari@gmail.com

Opportunities as Software Tester (Salesforce Tester)

INTRODUCTION :

- **Accomplished Software hands on experience in Salesforce SFDC Sales/Service cloud and Sites & Community portals, FSL Mobile App,Manual Functional, API Testing, Mobile Application testing with over all 9.5Yr+ and relevant 6.5Yr+ of experience in IT industry and working on multiple projects at time.**
- Result focused and customer oriented software tester with Professional expertise in designing Test cases & scenarios, Test planning estimation leading testing effort for large/complex projects.
- Testing of all community portal and field service application (FSL Mobile App)
- Created and verified web services API requests, SOAP protocols.
- Involved in creating test environment for web services testing.
- Resourceful in creation and execution of test strategy by identifying the scope of testing, test cases, test scenarios, bug documentation and bug tracking; creation of project documents like test plans, schedules, release notes and defect tracking reports.
- Expertise in Software Manual Testing, Performance, Web & Application Testing.
- Having strong experience Manual/Functional testing, System testing, Compatibility testing, Retesting, Regression Testing and Performance testing.
- Good knowledge of Usability, GUI, Functional, System, Regression and Web based Application.
- Well versed Software Testing Life Cycle (STLC), Defect Management Life Cycle (DMLC), Software Development Life Cycle (SDLC).
- Salesforce Testing, Community Portal, FSL , Lightning SFDC.
- I have 3month of experience in testing using testing tool ACCELQ Automation

COMPETENCY COVERS :

API Testing	Test Planning	Test Cases	Manual Functional Testing
Salesforce Testing SFDC	User Acceptance Testing	Cross Browser Testing	Regression Testing
Negative Testing	Performance Testing	XML File Testing	Mobile App Testing
Database Testing	Smoke & Sanity Testing	Report Resting	ACCELQ Automation SFDC

EMPLOYMENT DETAILS :

Sr Quality Analyst   Oct 2022 – May 202
Hytech Professional India Pvt Ltd
Noida, UP

Sr Software Test Engineer   Oct 2021 – Oct 2022
Espire Infolabs
Gurugram, Haryana

Software Tester   Aug 2020 – Oct 2021
Corporate InfoTech Pvt. Ltd.
Noida, UP

Software Tester.   Nov 2016 – July-2020
Tekplay Systems Ltd.
Chennai.

Sr Associate   Aug-2013 – Aug-2016
Capgemini India Pvt Ltd.
Noida, UP

PROJECT EXECUTED :

Project: 1 :	**PFMS (Public Financial Management System), MoF, Indian Government** **https://pfms.nic.in/**

Client	:	Ministry Of Finance
Project Duration	:	From Nov-2016 21 Oct.
Company Name	:	Tekplay System Ltd/ CIPL
Project Description	:	Public Financial Management System (PFMS) is an online management information and Decision Support System (DSS) for the Schemes of the Government of India at all levels of Governance. It's help in tracking flow of funds to the lowest level, on line information of bank balances to facilitate "just-in-time" provision, reduction in borrowings by GOI, E-Payment to ultimate beneficiaries, sharing of relevant information to citizens and enhance transparency and accountability.

Environment	:	Window 2007, Sql2012, Asp.net, MVC
Testing Approch	:	Manual functional,Web API, Mobile application testing tool (BlueStacks App Player)

Bug Tracking & Management Tools :   JIRA
Security Tool   :   IBM Rational App Scan for Web Application.
Roles and Responsibility :

◆ I am working on Banking / Financial domain i.e PFMS (Public Finance Management System).
◆ Involved in creating Test Environment for Web services Testing.
◆ Created and Verified Web services API requests, SOAP Protocols.Doing and Expertise in Manual testing.
◆ Should able to use all the web methods like GET, POST, DELETE, etc.
◆ Validate the response, response time, error code.
◆ Able to validate the XML and Json body by using Json parsers.
◆ Should be good in SQL queries to validate API and DB data elements.
◆ Involved in creating Test Environment for Web services Testing.
◆ Preparing the status reports like daily and weekly.
◆ Skillfully coordinating technical reviews, inspections, verification & validation and monitoring for ongoing projects.
◆ Efficiently handling the design, development and documentation of test strategies, plans and cases for software products and web applications.
◆ Managing testing activities for applications. Significantly managing the Software Testing activities and developing test plans and test strategy.

Project : 2	Non-Tax Receipt Portal (www.bharatkosh.gov.in)

Client	:	Ministry Of Finance, Controller General of Accounts (CGA)
Project Duration	:	From Nov-2016 To Oct, 2021.
Company Name	:	Tekplay System Ltd/CIPL
Project Description	:	The Non-Tax Receipt Portal (NTRP) is the initiative of O/o Controller General of Accounts, M/o Finance, Government of India to provide one stop services to deposit

any fees/fine/other money into the Government Account. It converges all the Civil Ministries/Departments of Government of India. It aims to provide 24X7 year round electronic services to deposit the money into Government Account using internet based payment technologies to the users at the door step through the web based portal. It thus leverages the e-Governance commitment of the Government to provide e-efficient, e-effective, e-excellent government anywhere anytime.

Environment	:	Window 2007, Sql2012,
Testing Approch	:	Manual,Web & API,Mobile,Performance & Load testing.
Bug Tracking	:	JIRA
Security Tool	:	IBM Rational App Scan
Roles & Responsibility :		

- ◆ Responsible for different type of testing.
- ◆ Involve in testing of bharatkosh payment receipt/challan also in POS payment technique.
- ◆ Involve in testing of all integrated bank.
- ◆ Involve in testing of payment gateways and all.
- ◆ Involve in performance testing over Jmeter.
- ◆ Monitor the performance of portal over App dynamics.
- ◆ Reviewing test cases, test data and help team in Execution.
- ◆ Coordinating with project lead for project related issues.
- ◆ Worked closely with developers to resolve identified problems in new and existing applications.

- ◆ Responsibilities include creation of test cases and test case execution on android devices.
- ◆ Doing and Expertise in Manual testing.

Project : 3   Adare Sec LTD

Client	:	Adare SEC (UCN Project)
Project Duration	:	From Oct-2021 To 30th April 2022.
Company Name	:	Espire Infolab Ltd.
Project Description	:	The UCN project scope is to create Quadient and dotnet based solution to use an existing library to generate secure QR codes that are printed on a cheque to provide an additional layer of security. This QR code is going to be mandatory for all cheques to be processed in the near future for their clients. The application is to be hosted on Azure Infrastructure. A third party library is used, which is responsible for creating the QR code,Field Service FSL App.

Environment	:	Window 2007, Sql2012,
Testing Approch	:	Manual,Web & API,Performance & Load testing,Salesforce testing.
Bug Tracking	:	JIRA
Roles & Responsibility :		

- ◆ Responsible for different type of testing.
- ◆ Creating test scenarios and executing same according to test data and requirement.
- ◆ Involve in testing of API and performance.

Project : 4   OSG (NCP Solutions)

Client	:	NCP Solutions (MOCS- Manufacturing Operations Control System)
Project Duration	:	From 6th April 2021 30th Aug 2022
Company Name	:	Espire Infolab Ltd.
Project Description	:	The NCP Distributed Print system was commissioned in 2015 to increase print capacity needed to service its' every growing base of nationwide customers. It was designed to leverage the existing technologies and resources of its parent company, (then Harland Clarke and now OSG Billing), to provide high availability of its printing operations. The OSG facilities that support the NCP distributive print network utilize multiple digital printer and inserter technologies that produce similar statement and letter products. NCP continues to control and direct work to OSG facilities on an ad- hoc and automated (affinity routing) reoccurring basis. This provides NCP with the

enhanced flexibility to reroute jobs for regional printing, provides flexibility during peak demand periods, and provides every day disaster recovery using multiple redundant facilities.

Environment   :   Window 2007, Sql2012,
Testing Approch   :   Manual,Web & API,Performance & Load testing,Salesforce testing.
Bug Tracking   :   JIRA
Roles & Responsibility :

- Responsible for different type of testing.
- Creating test scenarios and executing same according to test data and requirement.
- Involve in testing of functionality of the MOCS applications.

Current Project : 5   TechData a TD SYNNEX Company

- **Client**   :   **TD SYNNEX Company** (is a provider of information technology products and business process services)
- **Project Duration**   : From 15th November 2022 Till now
- **Company Name**   : Hytech Professional India Pvt Ltd.
- **Project Description**   : TD SYNNEX Corp (TD SYNNEX) is a provider of information technology products and business process services. It offers systems design and integration solutions, logistics services, cloud services, online services, financing services, and marketing services.

- **Environment** : Window 2007, Sql2012, Salesforce Inspector, Salesforce Data Export-Import
- **Testing Approch**   : Salesforce Manual, Web & API Testing & Load testing through Salesforce Data Export.
- **Bug Tracking** :   JIRA, ALM
- **Roles & Responsibility :**
- Testing of all community portal and field service application (FSL Mobile App)
- Field service management software's dispatching capabilities account for several variables when assigning work orders to ensure optimal work order assignment, such as a technician's location, availability, workload and more.
- Functional Manual Testing and Automation Testing. Having a good experience in designing Test Plan, creating Test Cases, Test Data, Test Summary Report, and Automated Script (Scenarios)
- Testing of all custom objects, different type of fields and relationship created Role Hierarchy Profiles and Roles.
- Testing on defined and implemented different advanced fields (Picklist, Custom Formula Fields, Field Dependencies) and automated processes like (Workflows, Visual Flows and Process Builder, Flows)
- Automation testing tool ACCELQ in the cloud-based codeless test automation platform. ACCELQ manual tool is complete end to end manual testing and test management solution.
- Worked in Agile projects and have knowledge of Agile Methodologies (SCRUM)

- I do have knowledge of Salesforce Admin and Lightening/Classic Environment
- Defect Management Test reporting: Log defects, Defect Triage Reporting Testing Status
- I do have knowledge of Salesforce Dashboards and Reports.

- Test Salesforce.com or Force.com apps functional testing which incorporated Unit Testing and Process Testing

Aug'13– Aug 2016 :   Capgemini India Pvt Ltd As a Associate

Responsibilities:

- Working on different type of Incident Management ticket which was coming in our queue which includes working on Severity issues for Unity application and reporting and distributing the same to the respective teams
- Taking care of process behavior analysis for medium and complex tasks
- Provide administrative level support to EMC database through CSI Oracle Applications
- Creating sites for EMC in Oracle 11i (CRM Module)
- RSA Secure ID (FOB) troubleshooting. First level trouble shooting for RSA Secure IDs for non EMC employees (Partners)
- Creation of data base account for customers and employees of EMC Corporation Inc. in Clarify and CSI by first getting the database space created in Oracle 11i (CRM Module) and then getting them into Clarify & CSI.
- Queue monitoring and Management (meeting response time / TATs) and also working at SR (Service request)
- Ensure all Service Levels are consistently met as defined by the client
- Transaction Monitoring, circulating weekly reports, sharing feedbacks and corrective actions

TECHNICAL SKILLS and Tools :

Performance Testing	: Apache *JMeter, Blazemeter.*
Manual & Bug Tracking Tools	: JIRA & BugZilla
Web Services Tool	: Boomrang,SOAP-REST Client, PostMan API
Mobile Testing Tool	: BlueStacks application player,SOAP UI ,PostMan
Database & Design tools	: MS SQL Server 2012, SAP CRM , MS Office, Outlook,
Platforms & **File Extension Tools**	: Windows (2003,XP,2007) & XML Validation.
Application Tools	: SAP CRM, Oracle 11i CRM Application, Salesforce Administration tool, VPN.

Certification: 1- ISTQB Online Training Certificate , 2- Oracle DBA 11G and SQL Server (6 Months), 3- Core Java (6 Months), 6 Months SAP CRM Training.

ACADEMIC :

2012	Masters in Computer Applications (MCA) Amity Institute of Information Technology University
2009	Graduate, CSJM University Kanpur, UP
2006	12th UP Board Allahabad
2004	10TH UP Board Allabahad

AWARDS/ ACHIVEMENTS :

- Letter of appreciation from IGATE (From Client EMC2).
- Received Letter of appreciation from Capgemini India IT President for my commendable work done in 2014.
- Recognized as **Employee Of The Month** twice in IGATE & Capgemini.

PERSONAL DETAILS :

Date of Birth	:	12 July, 1989
Languages known	:	English, Hindi
Father Name	:	Late. Brahma Tiwari
Mother Name	:	Savitri Tiwari
Address	:	A-7 S2 DLF Dilshad Ext-2 Bhopura Sahibabad, Ghaziabad- 201005 (UP)