

Contact

+91 9891089787 (Mobile)
singh.shristy15@gmail.com
(Email)

<https://www.linkedin.com/in/shristy-singh-7a871a76/> (LinkedIn)

Languages

English (Full Professional)

Hindi (Native or Bilingual)

Domain Expertise

Presales

Business Analysis

Business Process Improvement

Salesforce CRM

Top Skills

Salesforce Sales Cloud

Salesforce Service Cloud

Salesforce Administration

Team Management

Certifications

Salesforce 7x Certified

Salesforce Administrator

Salesforce App Builder

Salesforce Sales Cloud Consultant

Salesforce CPQ Specialist

Salesforce Service Cloud
Consultant

Salesforce Business Analyst

Salesforce Experience Cloud
Consultant

ISTQB Certified

Education

Trailhead by Salesforce

B Tech – ECE

Honors-Awards

Employee of The Quarter
(Tricolite)

SPOT Award (Fuji Electric)



Shristy Singh

Salesforce – QA Analyst

Pune, Maharashtra, India

Executive Summary

Carrying 10 years of extensive experience in below domains and process improvements: -

- Quality Assurance practices and tools.
- Presales
- Customer centric Sales Support Functions
- Salesforce CRM Ecosystem – Sales and Service Cloud

Strong understanding of Salesforce.com best practices and functionality such as building custom apps and objects, Record types, Security access, Reports and dashboard, workflows, Process building and data loader.

Skills & Interests: -

- Requirements Management and Analysis
- Documentation
- Stakeholder Management
- Quality Assurance
- UAT / Training
- Team Management
- Most Important -Being part of the team!

Software Tools: -

- JIRA, Confluence & VIEW

A Salesforce Enthusiast and Keen Trailblazer

- Salesforce 7x Certifications
- Salesforce Trailhead Ranger
- Salesforce 4x Super badges

Professional Experience

Wissen Technology Pvt Ltd

Designation: Principal Engineer

July 2022 - Present Pune, Maharashtra, India

Project: MSCI (Morgan Stanley Capital Investment)

Role: Salesforce- QA Consultant

- This Project is basically a SF Data migration from RCA to MSCI, wherein I am responsible for understanding the business requirement and providing enriched data for correct data mapping into MSCI SF.
 - Worked with client to understand business needs and translate those needs into actionable reports by providing compiled data using data visualization and Excel which saves a lot of time for developer.
 - Testing of objects and ensure the data is as per the business requirement for data mapping into MSCI Salesforce.
 - Created reporting and dashboard using salesforce filters and logics.
 - Created use cases with acceptance criteria in JIRA and Managing backlogs.
-

Expleo India Infosystem Pvt Ltd

Designation: QA Analyst

Sept 2021 – July 2022 (11 months) Pune, Maharashtra, India

Project: Volkswagen -One. CRM (Salesforce Service Cloud)

Role: Test Manager

- ☐ Agile Development and SCRUM delivery methodology
- ☐ Test Manager for migration projects from Native CRM to Salesforce CRM for Enterprise customers.
- ☐ Collaboration with Customer, Project Manager, Developers to sustain quality standards.
- ☐ Preparing Test plan, writing test cases, test scenarios, and Defect management.
- ☐ Involved in different type of Testing: Functional, Regression & Integration testing.
- ☐ Responsible for on time test execution delivery and dashboard reporting for executives
- ☐ Salesforce training to new joiners.

Project: Aviva (Salesforce Service cloud)

Role: Salesforce Manual Tester

- ☐ Testing of various functionality of service cloud such as case creation, case escalation, omnichannel & case merge.
 - ☐ Testing the picklist values based on the Record type layouts. Thoroughly validating the validation and business rule.
 - ☐ Involved in UAT testing.
 - ☐ Collaboration with Customer, Project Manager, Developers to sustain quality standards.
-

T K Elevator India Pvt Ltd (Formerly ThyssenKrupp)

Sr. Engineer- Product Support

April 2021 - Sept 2021 (6 months) Pune, Maharashtra, India

- ☐ Understanding the pricing method and making logic for configuring the same on CRM VIEW (Pricing tool).
 - ☐ Collaboration with Customer, Project Manager, Developers to sustain quality standards. Supporting Sales Teams to prepare Proposal/SOW and collaborate with them during negotiations.
-

Fuji Electric India Pvt Ltd
Sr. Engineer- Pre Sales
July 2018 – March 2021 (2 year 9 months) Pune, Maharashtra, India

- Importing sales department leads, contacts, opportunities and other data.
 - Maintaining the sales cloud and Service Cloud, as well as building custom reports and dashboards.
 - Managing Salesforce roles and access, profiles, sharing rules, workflows, and groups.
-

Tricolite Electrical Industries Ltd
Sr. Engineer- Pre Sales
December 2015 - July 2018 (2 years 7 months) Sahibabad, Uttar Pradesh, India

- Study and review of tender documents (scope of the work, SLD, BOQ, specifications and client requirements)
 - Product knowledge of Schneider, ABB & L&T switchgear.
 - Provide technical support to sales team & preparing monthly MIS Reports.
 - Conducting technical discussion with customers & freezing bill of material (BOM).
 - Understanding T&C's and legal terms of Tender/RFQ's.
-

Dynamic Engineers Pvt Ltd (Allen Bradley)
Designation : Proposal Engineer
Nov 2013 - December 2015 (2 years 2 months) Noida, Uttar Pradesh, India

- Tender Review, prepare Prebid & discuss technical queries.
 - Designing of Water Projects/Tenders i.e. Water distribution, Water treatment plant (WTP), Effluent treatment plant (ETP), Sewage treatment plant (STP), Air Handling Unit (AHU), Building Management System (BMS) etc.
 - Prepare complete technical submittal & costing of PLC Control & Electrical Package (technical & commercial) of Tender/Project.
 - Knowledge of network protocols such as BACNet, Modbus, Ethernet and communication protocols.
-

Educational Summary

Trailhead by Salesforce

Salesforce · (2021 - Present)

Gautam Buddha Technical University, India

B. Tech, Electronics & Communication Engineering. · (2008 - 2012)

Hans Raj Smarak Senior Secondary School, Delhi, India

HSC, Science · (1998 – 2005)