

Salesforce Admin/QA

Email : harshika.hj@gmail.com

Harshika Piplani

Mobile : +91 9056910457

Experience : 2+ Years

Professional Summary

To create value and recognition at the workplace by producing the best results for the Organization through coordination and hard-work which will help me in enhancing my knowledge in leading technologies for the continuous growth of the Organization

1. Experienced Software Test Engineer with a total of **2 years** of experience in IT .
2. Currently working as **Salesforce Consultant** at **360 Degree Cloud Technologies Pvt. Ltd.**
3. Working Experience in creating custom objects, custom tabs, custom fields, Record Types, Page layouts, validation rules, Role Hierarchy, Profiles, permission sets according to application requirements.
4. Having good experience on formula fields, Workflows & validation rules.
5. Experience in Community cloud, Service cloud, and Chatter and Appexchange applications along with Lightning Service console.
6. Expertise in Bug reporting and tracking process tools like JIRA, Test management tool as TestRail.
7. Basic Knowledge and understanding of html, JavaScript, Core Java, Selenium Web driver & SQL Server.
8. Having good knowledge of salesforce limits and limitations in some functionalities.
9. Having good experience on formula fields, Workflows , Validation rules.
10. Having Experience on Apex Classes, Triggers .
11. Maintain user roles and profiles, security settings, access settings etc. (User Profiles, Role Hierarchy, Sharing Rules and Security)
12. Expertise in Test management tool as Test Rail.
13. Self-motivated and quick learner. Ready to explore and learn new technologies.
14. Strong communication skills, both verbal and written, with particular emphasis on gathering clear and detailed written Business Requirements, Test Plans, and Functional Specification documents.
15. Created page layouts, search layouts to organize fields, custom links, related lists and VF Pages on a record detail and edit page.
16. Creating Different testing metrics and dashboard and to represent them in front of management and clients.
17. Having good communication and management skills to handle clients and projects independently.

Academic Profile

Organization

360 Degree Cloud Technologies Pvt. Ltd. , Gurgaon,India
Grazitti Interactive LLP, Panchkula, India

Duration

October 2020 till present
November 2018 – October 2020

Work Experience

October 2020 to Present

360 Degree Cloud Technologies Pvt. Ltd.

Bharti Airtel

Description: Bharti Airtel Limited, also known as Airtel, is an Indian global telecommunications services company based in New Delhi, India. It operates in 18 countries across South Asia and Africa, and also in the Channel Islands

Key Responsibilities

- Responsible for Admin Activities and deployments
- Testing the Functionality end to end with integrations with the legacy systems
- Logging the Defects and Test Reports in the Zephyr (JIRA Defect Management Tool)
- Analyzing the Customer Requirements and reporting them to Development and Deployment teams.

Work Experience

November 2018 to October 2020

Grazitti Interactive LLP, Panchkula

➤ **Project #1: Jira Connector**

- Worked on service cloud finalizing requirements with client, taking review calls with client for better requirement understanding and delivering testing services with all testing artifacts.
- Allow an agent to create a JIRA from salesforce service cloud console.
- Gather and analyse business requirements for system changes and enhancements.
- Manage page layouts, workflows and approvals, create and maintain custom objects, object relationships, standard and custom fields
- Provided support as a Salesforce.com administrator for multiple clients.

➤ **Project # 2: Apttus**

- End to End Lightning service console & Case management in salesforce which includes activities like (Case creation, Assignment rules, Omni channel routing, Entitlements & Milestones, Case escalation) customer community, Case creation from community, Live Agent.
- Execution of Data Migration from My-Dynamics to salesforce.
- Worked on community cloud in cyber safe and tested communities on multiple browsers and mobile devices.

➤ Project # 3: Reciprocity Inc

- Experience with Service Cloud including: Service Console, Customer Portal, Case Feed, Knowledge Base and Entitlements is required. Live Agent
- Gather business process requirements and utilize Salesforce functionality to automate and achieve those objectives.
- Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
- Performed Gap Analysis for new functionality requirements, as well as prioritized them based on actual business needs to align them with the product release roadmap.
- Configured the standard SFDC objects and created custom components as per the requirement.
- Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, to suit the needs of the application.
- Customized user Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.

➤ Project # 4: ChowNow

- Build Beautiful User Interface as per mock-ups using LWC, SLDS .
- Worked on Community Cloud in Cases, Forums, Ideas and Knowledge articles, Cases tested with different profiles.

Roles and Responsibilities:

- Attends meetings with key stakeholders, gathers and documents user requirements, and assists with change management for product enhancements.
- Prepare QA related documents like defect tracker, review logs, issue tracker, test case template (as per quality standards), Requirement Analysis, Test Case Design, Test Case Review, Test executions, Test Data Preparation, Defect Reporting and Defect Tracking.
- Prepare Test Plan, Test Strategy documents and Test Cases as per project schedule; level of testing detail was dependent on delivery timeline.
- Involvement in the System Test Plan Preparation and Requirements Streamlining.
- Conducted User Acceptance Testing (UAT) supported clients during Testing Weeks to build and strengthen their confidence in products
- Conducted Functional testing with Valid and Invalid inputs for positive and Negative testing.
- Communicates with Business or Functional Analyst on any issue clarifications.
- Translate business processes and requirements into technical requirements and project plans.
- Make recommendations on tools and third party apps that will provide better user experiences and efficiencies.

Academic Profile

- | | | |
|--|----------------|-------------|
| ● M.Tech from Rayat-Bahra University, Mohali | Percentage: 88 | 2016 - 2018 |
| ● B.Tech from Maharishi Markandeshwar University | Percentage: 82 | 2013 - 2016 |
| ● Diploma from Lovely Professional University | Percentage: 64 | 2009 - 2012 |
| ● Class X from Model School (CBSE Board) | Percentage: 54 | 2009 |

Key skills and competencies

Salesforce Testing, Manual Testing, Functional Testing, Regression Testing, Integration Testing, JIRA, Confluence, TestRail, HTML and CSS, BrowserStack.

Additional Information

Competencies / key work skills:

- Ability to work in an agile environment.
- Critical Thinking.
- Problem Solving Skills.
- Innovation skills.
- Leadership qualities.
- Good organizational skills.
- Sound written and verbal communication skills.

Personal Information

Name : Harshika Piplani

DOB : 26/03/1994

Languages : English, Hindi and Punjabi

Hometown : Ambala