Suvendu Nath

Salesforce QA & Administrator
5.10 years as Salesforce QA.
3.4 years into Operation.

Personal Info

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Certifications

Administration

Advanced Admin

Sales Cloud Consultant

Service Cloud Consultant

Health Cloud Accredited

Omni Studio Consultant

Marketing Cloud Email Specialist

SFDC Associate

Salesforce Proficiencies

Sales Cloud

Service Cloud

Salesforce Lightning

Experienced Salesforce Quality Assurance (QA) professional with a strong understanding of Salesforce, its ecosystem, and its customization capabilities. Collaborates with developers, project managers, and business stakeholders to define testing strategies and execute test plans. Proven multitasker, independent worker, and team player.

Work History

2021-10 – Present

Salesforce Quality Analyst

Silverline CRM

- Worked with Business Users and Business analysts for requirements gathering and analysing the requirements.
- Worked in different various domains like health care, FS, IT
- Proficient in software testing methodologies such as Agile and Scrum, and test management tools like Azure Dev-OPS, HP-ALM, and JIRA
- Demonstrates attention to detail, problem-solving skills, and effective communication
- Plays an essential role in ensuring that Salesforce applications meet the needs of users and the business, contributing to the success of the organization.
- Conducts daily calls with clients to understand their business requirements and to provide updates on project progress
- Has experience in individually handling projects, including prioritizing tasks, managing timelines, and ensuring deliverables meet client expectations
- Familiar with a range of testing methodologies, such as unit testing, integration testing, regression testing, and user acceptance testing, and knows how to apply them appropriately to ensure high-quality Salesforce solutions
- Collaborates with developers and other stakeholders to identify and report bugs, and to ensure that they are resolved in a timely manner
- Uses testing tools and technologies to streamline testing processes, automate repetitive tasks, and improve the efficiency and accuracy of testing
- Continuously looks for ways to improve testing practices and processes, and shares knowledge and expertise with team members to help raise the overall quality of the Salesforce applications.

2021-10 – 2018-11

QA Analyst

Avankia Software Pvt. Ltd.

- Responsible for Analyzing BRD, Design Document to identify Test Cases, Test Scenarios and creation and execution of Test Cases and Test Scripts by maintaining the test standards.
- Responsible for executing APIs through JMeter, Postman and client testing tools.

Domains

Internal Communication Tool

Project Tracking Tool

- Responsible for validating functionality in Web and Mobile Apps.
- Validates logs and identifies the phase of transaction through Splunk
- Responsible for reporting open Defects status to Developers, Project Manager and Product team for every fortnight release.
- Played a vital role in optimizing the regression suite.

2018-10 – 2018-01

QA Analyst

CirroLogix Pvt. Ltd.

- BOFTS - Back Office Timesheet is one of the most useful applications for Receivable and payroll generation. Staffing firms are empowered to manage recruiting and using this application, they can easily work on Invoice and payroll generation.
- Written and executed Test cases.
- Identified Defects, report them and retested the fixes.

2017-12 – 2014-07

Subject Matter Expert (SME)

Flipkart Internet Pvt. Ltd.

- Email support to the customers using the products of various brands from the website (Flipkart.com).
- Managed the team of 20 to 22 consultants as Subject Matter Expert (SME).
- Managing the process knowledge in outsource partners of the company.
- Trained the newly inducted employees in the process (when appointed as SME).
- Being promoted to SME, I had to prepare troubleshooting guides for products.
- Interact with internal teams, brands, and other teams to get information.
- Preparing process guides based on process SOP's (Standard Operating Point) and inputs shared by other support functions

Education

2012-12 - 2008-08

B. Tech in Electronics and Communication Engineering (ECE)

Majhighariani Institute of Technology and Science (MITS)- Odisha