

# Vaibhav Agnihotri

Product QA Manager/ CSV Manager / Test Manager

Versatile and goal-oriented professional offering nearly 13 years of experience, targeting opportunities in **Product QA Management, Computer System Validation, Test Management, and Customer Success Management** with an esteemed organization to implement the acquired experiences and skills in the **IT Consulting Industry**

**Preferred Location:** Bengaluru | **Availability to Join:** 30 days | **UK Business STD Visa** 2 years

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## PROFILE SUMMARY

- Played a major role as **Product QA Manager, CSV Manager, Test Manager, GxP Lead, Scrum Master, Engagement Manager, and Functional Lead**
- Proficient in **implementation projects on Salesforce platforms** like Service Cloud, Sales Cloud, Field Service Lightning, Marketing Cloud, Apttus CPQ, Community Portal & Service Max
- Proficient in **implementation projects on Microsoft Project Online Power BI and Azure Data Factory.**
- Expertise in **Workbench on SOQL, REST API, and APEX Queries**
- Bagged several awards for **Client Relationship Management, Delivery Excellence, Quality Deliverables, and Team Management** at Deloitte, Accenture, and Wells Fargo
- Expertise in **spearheading sprint activities** inclusive of client engagement sprint planning, release planning, backlog grooming, task management, scrum-of-scrums, retrospectives, sprint retrospective, and demonstration to client teams
- Excels in successful client engagement, management, and project outcomes, including **demoing, project updates, test strategies, UAT, go-live decisions, and hyper care support**
- **Subject Matter Expert (SME)** in testing processes and methodology; led the team in incorporating automation testing industry best practices, techniques, and methodology into the existing Software Testing Process
- Expertise in the entire **Software Testing Lifecycle** involving Automation, Manual, Functional, Regression, Cross-Browser, and System Testing
- Managed **STLC and SDLC** entailing scripting, analysis & implementation of test scripts, test cases, test processes, defect reporting, bug tracking, and report generation of different applications
- Skilled in conceptualizing, developing, and applying an appropriate mix of technologies to **convert manual testing processes to automated procedures** ensuring minimal risks in compliance with quality standards

## CORE COMPETENCIES

Project Management

Functional Testing

Waterfall & Agile Scrum Methodology

Quality Assurance & Control

Automation

Process Improvement

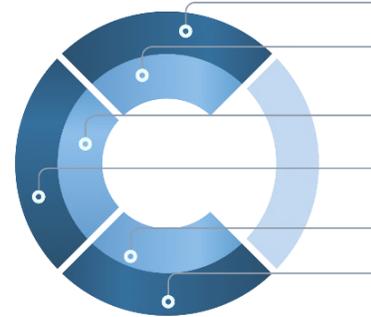
Defect Management

Software Testing Lifecycle Management

Client Engagement & Success

Risk Assessment & Mitigation

## SOFT SKILLS



Change Agent

Collaborator

Communicator

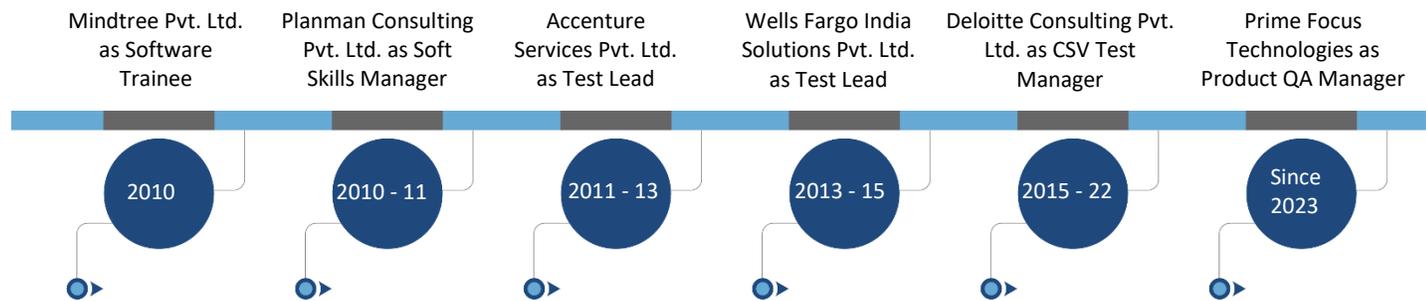
Innovator

Planner

Thinker

## TECHNICAL SKILLS

- **Functional Testing:** Salesforce, Microsoft Project Online, Mainframe, Application Configuration, E2B, Business Process, Reporting Rules
- **Integration Testing:** Veeva, Seismic, TIBCO, SAP, SNAP, GMI, SAGA, ICH, HA & LP, Workday
- **Web Services Testing:** Soap UI, REST API
- **Report Testing:** Power BI
- **ETL\ DWH Testing:** Azure Data Factory
- **Non-Functional Testing:** Security, Performance, Audit Trails, Data Privacy



## WORK EXPERIENCE

**Feb'23 – Present | Prime Focus Technologies as Product QA Manager\ Account Manager**  
**Client: DNEG**

### Key Result Areas:

- Developing and maintaining a comprehensive QA process for BI and Azure Data Factory solutions, including planning, testing, and documentation, to ensure high-quality deliverables for clients
- Driving the implementation of governance strategies across all phases of the project life cycle, from discovery to go-live, to ensure compliance with industry standards and best practices
- Managing a team of resources effectively, assigning tasks, monitoring progress, and providing guidance and support as needed to ensure timely project delivery
- Fostering strong relationships with clients, working as the primary point of contact for all project-related activities, and collaborating with stakeholders to understand their requirements and expectations
- Identifying staffing needs for projects and the firm; facilitating the recruitment and hiring process for new talent; evaluating candidates based on their skills, experience, and cultural fit
- Acting as a liaison between the firm, vendors, and implementation partners; negotiating contracts and resolving issues to ensure successful project outcomes
- Collaborating with project leads to define project scope, timelines, and budgets; managing project risks and issues to ensure on-time delivery and high-quality outcomes

**Dec'15 – Nov'22 | Deloitte Consulting Pvt. Ltd., Bengaluru as Salesforce Test Manager/ GxP Lead/ Test Lead**  
**Clients: Syngenta, Republic Services, Celgene, AbbVie Inc., OLG, Illumina, Sanofi, Novartis, Network International, Innovake International**

### Key Result Areas:

- Implemented best practices for Cloud/ Salesforce testing across all projects, utilizing knowledge of industry standards
- Assigned tasks related to scripting to team members, ensuring efficient task management and timely project completion
- Managed profiles/ user setup in Salesforce in QA Sandbox, activated users and reset passwords as necessary
- Triaged UAT tickets from clients and reported to offshore/ onshore leadership to get approval for Go-Live, ensuring prompt attention to critical issues and effective communication with all stakeholders
- Performed individual testing of user stories/ scripts and defects retesting; worked closely with team members to ensure efficient testing processes
- Conducted UI testing of Community Portals based on a style guide to ensure the client requirements were met
- Provided daily updates on QA deliverables in offshore/ onshore calls; maintained strong communication and kept all stakeholders informed of project status
- Estimated QA efforts on user stories in Poker planning calls, ensuring appropriate resource allocation
- Trained all new team members on project functional requirements/ Salesforce testing
- Worked on complex functionalities within the community portal, including Document Management, scheduling appointments, and delivery of drugs, ensuring thorough and accurate testing processes

### Projects Undertaken:

**Title: Sanofi** is a Pharmacovigilance Project for reporting the adverse effects of retiring the traditional ARGUS system.

**Title: Illumina** is a life science project on Salesforce Service Cloud, Service Max, Sales Cloud, and Community Portal implementation.

- Steered QA efforts for implementation in IVDR, Service, Knowledge Management, Billable Services, and Sales Threads
- Delivered end-to-end testing for complex projects within Illumina, including sprints, system integration testing (SIT), and regression testing
- Acted as a single point of contact for all team members on complex functionalities within Service & Sales Cloud and Community Portal such as Account, Opportunity, Quotations, Work Order, Parts Order, Location Inventory Sync, Case, Knowledge Articles, and Feedback
- Worked closely on integration testing for Salesforce involving SAP and SNAP vendors

**Title: Bede Gaming (OLG)** is a Canada State Govt. Lottery and Gaming Project.

- Led and managed a large team of 22 members for the GSR 4 release
- Conducted testing for complex projects on Adobe Campaign, Lottery, and Games Winner on a weekly/ monthly basis

**Title: AbbVie AIX** is a life science project on Salesforce Service Cloud and Community Portal implementation.

- Delivered end-to-end testing for complex projects on Salesforce Lightning/ Classic implementation with expertise in Salesforce Lightning Community Portals and VF Pages testing
- Worked closely on integration testing for US's within Salesforce involving TIBCO, VAULT vendors

**Title: Celgene** is a life science project on Salesforce Service Cloud and Community Portal implementation.

- Acted as Test Lead for R2 & R3 releases; led end-to-end (Sprints/Hardening/Validation) complex projects on Salesforce Lightning/ Classic implementation
- Performed Salesforce Lightning Community Portals and VF Page testing, ensuring efficient testing practices were followed

**Title: Republic Services** is a US Waste Management Project on Salesforce FSL implementation.

- Conducted extensive testing on various Salesforce objects such as Asset, Accounts, Contacts, Quote, Service Contracts Opportunities, Work Order Service Appointments, Chatter, and Reports in FSL
- Customized user roles, role hierarchies, profiles, and sharing settings to ensure that protected data was available only to authorized users
- Conducted testing on VF pages & Salesforce Lightning-enabled components; led defect management on Salesforce tracker

**Title: Syngenta AG** is a global Swiss agribusiness that produces agrochemicals and seeds. As a biotechnology company, it Conducts genomic research, formed in 2000 by the merger of Novartis Agribusiness and Zeneca Agrochemicals.

- As a Test Lead, designed and executed test cases for major and complex functionalities in Sales Cloud implementation
- Conducted testing on Account & Area Management, Sales Management, Offer Execution, Case, and Campaigns
- Ensured that the protected data is available only to authorized users by customizing user roles, role hierarchies, profiles, and sharing settings

**Title: Innowake International** is a modernization project where the entire mainframe platform was getting migrated to a Java-based platform.

- Led the testing of CICS & COBOL programs and validated output
- Worked for a Healthcare client, Novartis; participated in the launch of Alcon Products for Brazil & US markets
- Acted as a major part of the Agile QA Team based in Bengaluru; performed JDE, Hybris, and Alcon storefront testing
- Tested user stories related to account management, product management, orders purchase & history, statement & invoices translation, IOL, and consignment tracking

**Title: Network International LLC (NI)** is one of the leading credit card & payment services providers in the Gulf and Middle East Region geared to meet the needs of Banks, FIs, and individual retailers.

- Led a team for Data Migration testing from legacy system (Vision Plus) to Way4 Open way system
- Developed and implemented test strategy to ensure successful data migration
- Coordinated with cross-functional teams to meet project deadlines and client expectations

**Dec'13 – Dec'15 | Wells Fargo India Solutions Pvt. Ltd., Bengaluru as Test Lead**

**Key Result Areas:**

- Led and built the Testing Team to deliver successful project outcomes
- Defined the scope of testing within the context of each release/ delivery, ensuring all testing requirements were met

- Deployed and managed resources for testing, ensuring appropriate staffing levels and skill sets were available to deliver high-quality testing
- Applied appropriate test measurements in the product and the Testing Team to ensure effective testing
- Planned, deployed, and managed the testing effort for any given engagement, ensuring all testing requirements were met within the specified timelines and budget

**Apr'11 – Oct'13 | Accenture Services Pvt. Ltd., Bengaluru as Test Lead/ Test Author/ Executioner**

**Client: Bank of America**

**Key Result Areas:**

- Conducted daily Scrum meetings to determine project priorities in alignment with project goals
- Built and led the team to successfully deliver the project within the preset budget and set
- Interacted with clients to discuss requirements, design, execution, defects, and approvals on a daily basis
- Created and maintained a traceability matrix to ensure effective tracking of requirements throughout the project lifecycle

**Nov'10 – Mar'11 | Planman Consulting Pvt. Ltd., Bengaluru as Soft Skills Manager**

**Client: Indian Institute of Planning & Management**

**Jul'10 – Oct'10 | Mindtree Pvt. Ltd., Bengaluru as Software Trainee**

 **EDUCATION**

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- Certified HP ALM Professional
- Certified Salesforce Administrator
- Completed Greenfield Training in Software Testing
- **2010:** B.Tech. in Electronics & Communication from SRM University, Chennai

## PERSONAL DETAILS

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**Date of Birth** : 5<sup>th</sup> April 1988  
**Languages Known** : English and Hindi  
**Address** : Bengaluru - 560102, India