Mounica A

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Location: Chennai, India.

RESUME SUMMARY

- **Senior Salesforce Testing Engineer with 7.2 years of overall IT** experience in JD Edwards and **Salesforce** including **5+ years of Salesforce QA Experience** and **7+ months of expertise in designing automated test scripts** for Salesforce applications using **Copado Robotic Testing.**
- **5x Salesforce certified** QA resource with strong **CRM functional knowledge** and **2x Copado** certified.
- **Extensive Experience in Smoke testing, System testing, Functional testing, API testing using Postman and SOAP UI, Integration Testing, Regression Testing, Sanity Testing, Mobile testing.**
- Complete understanding of each stage of **STLC** and worked on tools **like Jira, CMC, Zephyr Squad** in **Agile** Methodology. Strong understanding of **SQA methodologies.**
- Involved in Requirement analysis, Test planning, Test effort estimations, test designs, execution and test reporting.
- Well-organized, quick learner, good listener, self-motivated, effective verbal and written communication skills. Excellent interpersonal skills, **good team player and individual contributor with strong analytical and problem-solving skills**, goal oriented and customer focused.
- Good Knowledge and Experience working with **Salesforce Sales, Service, CPQ, Commerce Cloud and Experience Cloud.**

ACADEMIC QUALIFICATION

- B.E. (ECE) From RMK College of Engineering, Gummidipoondi, TamilNadu, Anna University in 2016 with 7.7 CGPA.

CERTIFICATIONS

- Salesforce Certified **Administrator**
- Salesforce Certified **Platform Developer 1**
- Salesforce Certified **Sales Cloud Consultant**
- Salesforce Certified **Service Cloud Consultant**
- Salesforce Certified **Einstein Analytics and Discovery Consultant**
- **Copado Certified Fundamental 1**
- **Copado Certified Copado Robotic Testing**

PROFESSIONAL WORK EXPERIENCE

COMPANY NAME	EPAM Systems, Chennai
DURATION	Feb 2023 to Present
DESIGNATION	Senior Salesforce Test engineer

- **Project:** Cornerstone On Demand India

    Role: Senior Salesforce Test engineer/Salesforce QA Lead.
    Description: As part of this project, I was responsible for Designing, developing, and maintaining automated test scripts for Salesforce applications using Copado Robotic Testing. In this Project I got chance to work as Senior Salesforce Automation QA of **CPQ, Sales Cloud and Service Cloud**.

    Responsibilities Handled:
    o   Worked as Senior Salesforce QA/Salesforce QA Lead.
    o   Create and execute **automated test cases to validate the functionality of Salesforce** applications.

- Continuously enhance and optimize automated test suites to ensure comprehensive coverage.
- Work closely with the Manual QA team and Salesforce developers to define test strategies, test plans, and test data.
- Identify high-risk areas and prioritize test cases for automation.
- Manage data and configurations required for testing.
- Collaborate with Salesforce developers, administrators, and business analysts to understand requirements and ensure testing aligns with business needs.
- Participate in cross-functional meetings to provide testing insights and recommendations.
- **Defect Tracking and Test Management on Jira and Zephyr Squad.**
- **Individually handled automation of Salesforce applications.** Got Knowledge Transition of the Project and performed end to end functional testing.
- **Good understanding of writing Xpaths.**
- Execution of **SOQL queries** to fetch data based on some conditions.
- Communicate the status to Stakeholders in a daily and weekly basis Applications.

COMPANY NAME	ZoomInfo, Chennai
DURATION	Feb 2022 to Jan 2023
DESIGNATION	Salesforce Engineer III

- **Project:** ZoomInfo Internal Project

  Role: Salesforce QA Lead
  Description: As part of this project, I was responsible for testing End to End Functional Testing. In this Project I got chance to work as Salesforce QA of **CPQ, Sales Cloud and Service Cloud**.

  Responsibilities Handled:
  - Worked as Salesforce QA Lead.
  - **Defect Tracking and Test Management on Jira and Zephyr Squad.**
  - **Individually handled testing of CPQ Project.** Got Knowledge Transition of the Project and performed end to end functional testing.
  - Execution of **SOQL queries** to fetch data based on some conditions.
  - **Gathered, Analyzed and discussed the requirements and stories** with Development team and Junior QA.
  - **Collaborate with client stakeholders to define requirements, deliverables, set and manage expectations.**
  - **Break down concepts into user stories** and **prioritize the testing methodology and Key contributor** to the QA team.
  - **adherence to standardized QA policies, processes and documentation standards.**
  - **Design/Review/Execution of clear, concise and comprehensive test plans and Test Cases**. Defect tracking and Re-test. Coordination with Project managers/Project Leads to ensure that Testing is completed as per plan, including closure of effectively agreed defects.
  - Monitor and controlling of the test activities to keep project on-track.
  - Communicate the status to Stakeholders in a daily and weekly basis Applications.

COMPANY NAME	Wipro Technologies, Chennai
DURATION	June 2016 to Jan 2022
DESIGNATION	Associate Consultant

- **Project:** Fruit of the Loom

  Role: Salesforce Consultant
  Description: This is special team in Wipro which supports multiple Clients from different Domains. In this project I got chance to work as Salesforce Administrator/Consultant of Sales Cloud, Service Cloud, Communities, Commerce Cloud, Marketing Cloud.

  Responsibilities Handled:

- o Worked as Salesforce Administrator/Consultant.
- o Solved highest number of incidents.
- o Good understanding and knowledge in **designing Reports and Dashboards**. Addressed **issues related to Reports and Dashboard for end users**.
- o Worked on Creation of Users.
- o Configured **Security settings at Object & Field level** and **Sharing Rules** at Record level.
- o Expertise in controlling the data access across the Application using **Field-level security and Organization-wide Defaults, creating Profiles, Queues, setting up Role Hierarchy, Company profile and writing the Sharing Rules** as per the Requirements.
- o Prepared **SOP's** for incidents solved and contributed for preparation of **SMTD**.
- o Prepared documents of processes for future reference and new joiner of the project so that they can also easily understand the flow.
- o Given KT to new joiners of the project.

- **Project:** Origin

  Role: Salesforce QA
  Description: This project was related to Energies and Utility Industry. As part of this project I got chance to work on Salesforce **Experience Cloud**. There were 2 phases of this project. In Phase 1, overall Community was built and Phase 2 extra Enhancements like Mass User creation/Updating/Deletion was added to community.

  Responsibilities Handled:
  - o Worked as Salesforce QA.
  - o **Raised maximum number of defects** among whole QA team.
  - o **Defect Tracking and Test Management on JIRA tool.**
  - o **Testing Bulk Data updates using SOQL queries**
  - o **Testing of Community Pages as per given wireframes**
  - o **Testing of record visibility for different Community users**
  - o Creation of Test Approach and Test plans for Customer Community
  - o Design/Review/Execution of Test Cases. Defect tracking and Re-test. Coordination with Project managers/Project Leads to ensure that Testing is completed as per plan, including closure of effectively agreed defects
  - o Monitor and controlling of the test activities to keep project on-track.
  - o Communicate the status to Stakeholders in a daily and weekly basis Applications.
  - o Interaction with the Client team members with regards to Tracking/Reporting.

- **Project:** Ivy Tech

  Role: Salesforce QA
  Description: As part of this project I was responsible for testing End to End Functional Testing. In this Project I got chance to work as Salesforce QA of **Experience Cloud**.

  Responsibilities Handled:
  - o Worked as Salesforce QA.
  - o **Raised maximum number of defects** among whole QA team.
  - o **Defect Tracking and Test Management on CMC tool.**
  - o Creation of Test Approach and Test plans for Maintenance releases for application.
  - o Design/Review/Execution of Test Cases. Defect tracking and Re-test. Coordination with Project managers/Project Leads to ensure that Testing is completed as per plan, including closure of effectively agreed defects.
  - o Monitor and controlling of the test activities to keep project on-track.
  - o Communicate the status to Stakeholders in a daily and weekly basis Applications.
  - o Interaction with the Client team members with regards to Tracking/Reporting, Sending daily status reports, weekly status reports, defect reports
  - o Mobile test strategy for covering devices like iPad and iPhone.

- **Project:** Honda

  Role: Salesforce QA
  Description: As part of this project I was responsible for testing End to End Functional Testing, API testing, Integration testing, Mobile Testing. In this Project I got chance to work as Salesforce QA of **B2B Lightning Commerce Cloud and Experience Cloud**, where Commerce org and Community org were interconnected through cross org adapter.

  Responsibilities Handled:
  o Worked as **Salesforce QA.**
  o Raised **maximum number of defects** among whole QA team.
  o **Defect Tracking and Test Management on JIRA tool.**
  o Performed **API testing through Postman and SOAP UI tools**.
  o Performed **Integration testing**.
  o **Individually handled Integration testing, API testing, Mobile testing** and **Community Cloud Testing**.
  o Execution of **SOQL queries** to fetch data based on some conditions.
  o Execution of **Method calls** to check Integration response through **dev console**.
  o Creation of Test Approach and Test plans for Maintenance releases for application.
  o Design/Review/Execution of Test Cases. Defect tracking and Re-test. Coordination with Project managers/Project Leads to ensure that Testing is completed as per plan, including closure of effectively agreed defects.
  o Monitor and controlling of the test activities to keep project on-track.
  o Monitor juniors and review their test approach for test coverage.
  o Communicate the status to Stakeholders in a daily and weekly basis Applications.
  o Interaction with the Client team members with regards to Tracking/Reporting and
    Sending daily status reports, weekly status reports.
  o Mobile test strategy for covering devices like iPad and iPhone.
  o **Gathered, Analyzed and discussed the requirements and stories** with Development team and Junior QA's.
  o **Lead technical and functional requirement sessions** to **identify client requirements and assist in understanding requirements to the juniors.**
  o **Break down concepts into user stories** and **prioritize the testing methodology and Key contributor** to the QA team.
  o Interaction with the Client team members with regards to Tracking/Reporting, Sending daily status reports, weekly status reports, defect reports.
  o Interact, communicate and follow through with development & customer teams throughout testing phase
  o Ability to adapt to customer processes and integrate them into day to day work as needed without compromising best practices and quality
  o Assist in internal defect triage calls
  o Assist customer with UAT testing as needed
  o Assist with UAT defect triage calls

TRAININGS

  o Attended and completed Fresher Level Training provided by Wipro Limited.
  o Attended **Salesforce Admin and developer certification** training provided by Wipro Limited.
  o Attended **Copado Admin certification** training provided by Wipro Limited.
  o Attended Copado Robotics training provided by EPAM Systems.

REWARDS/RECOGNITION

- **Inspiring Performance**, October 2021
- **Inspiring Performance**, August 2021.
- **Extraordinary Commitment**, May 2021
- **Round of Applause**, March 2021
- **Round of Applause**, Feb 2021

- **Victory League**, April 2020

PERSONAL DETAILS

- **Date of Birth:**   Sep 20, 1994
- **Gender:**   Female
- **Marital Status:**   Unmarried
- **Languages Known:** English, Hindi, Telugu, and Tamil.