# Shagun Ashok E-Mail: [shagunsingh01@gmail.com](mailto:shagunsingh01@gmail.com)

**Software** **Engineer Contact:** 8340600462

**Accenture Pvt Ltd.**

**Objective:**

To achieve high career growth in Salesforce administrator and testing environment through a continuous learning process. Passion to quickly learn and adjust to new environments and technologies.

## Around 3 years of total experience in a QA

**Professional Summary:**

## 2 year of experience in as a Salesforce Administrator and Testing.

* Strong hands-on experience in **Designing, Implementing, Configuring, Customizing ,Administrating Salesforce CRM and Salesforce testing.**

## Having hands on Salesforce configuration like Creating fields, Objects, Relationships, Page layout, Email templates, Custom Setting, Cases Management, Validation Rule, Process builder, Profiles, Page Layout, Permission Set, Public Group,

* Manage Salesforce security including **roles, profiles, sharing rules, and groups.**
* Worked professionally on Salesforce **User Setup, Reports & Dashboards, Sharing Rules, Home Page Components’**
* Experience with QA methodologies, Requirement analysis, writing test plan and test cases based on business requirements
* Have good experience in **Testing Salesforce (SFDC)**
* Have basic knowledge about **Apex ,Java ,SOQL,SOEL, DML&SQL.**
* Experience of working in **Lightning platform of Salesforce**
* A self-starter, quick learner, and team player with good communication skills.
* Expertise Salesforce applications as **Financial Service and Banking domains.**
* Good experience in Test Case Design, Test Execution, Bug tracking and Reporting.
* Good exposure with Defect Tracking Tools like **ALM, JIRA and VersionOne.**
* Strong expertise in **Agile Methodology.**
* Have experience in API testing using **Postman**
* Performed Component, Integration, **SIT and Regression Testing** on application with cloud CRM Products.
* Possess problem-solving skills, ability to follow industry standards and procedures. Ability to quickly master new concepts, applications and a team player.
* Solid history of discovering errors, resolving defects and ensuring client expectations are met with high quality software solutions.
* Involved in creating monthly status and daily status reports and sharing it with the Stakeholders.

**Technical Skills:**

Defect Tracking Tools : Version 1, ALM and JIRA Platforms : Salesforce.com

Automation Tools : Selenium Webdriver and Karate in API

Operating System : Windows 7/8.1/10

Mobile Testing : Perfecto (Android, iOS)

Methodology : Agile Development (Scrum)

Others : Mainframe, Postman

**Education:**

* **B.Tech**. in **Electronics and Instrumentation Engineering** [Banasthali Vidyapith,Jaipur, 2017]

**Project Description:**

### Software Engineer, Accenture Pvt. Ltd, Pune January, 2019 – Till Now

***Project #1***

Role : Salesforce Tester and Administrator

Team size : 10

***Description****:* One of the leading Bank provider financial services, offering an extensive line of products Saving/Current Accounts, Debit cards and credit card with different plans to customers in the Canada. Salesforce CRM system allows businesses to manage business relationships data and information associated with them through Lead, Account, Contact, and Opportunity as well as many standard and custom objects. This application is very useful for business as well as customer perspective. By using of this application sales of the financial products which are provided by bank increases.

### Responsibilities:

* Actively involved with various business team member to gather the requirement and documented the requirements and worked in the agile methodology.
* Worked on Standard Sales force object like Lead, Accounts, Contacts, Campaigns, and Opportunities.
* Worked on custom objects as well.
* Understanding of Requirements and converting them into testable requirements.
* Attending Defect Triage calls with developers to give a clear understanding on expected behavior of the module
* Conducting Daily status meetings with on shore to discuss on the progress of the Project Deliverables.
* Responsible for configuration activities for Salesforce application which including new areas of sales cloud configuration, analyzing and fixing assigned faults, peer-to-peer reviews and testing.
* Maintained and customized Salesforce application scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, Custom tabs, pick lists and page layout customization to support vital business functions.
* Created different Users for the various roles as per the business requirement and configuring custom profiles, permission sets, and object settings.
* Coordinated and transferred knowledge to the offshore team, provide training to all end users

### Project #2- (November, 2017 – September 2018)

Role : Quality Analyst

Team size : 5

***Description:*** Client is 9th largest and well established bank in US, headquarter in Pennsylvania. The project involves around UI testing for the 2 front end web applications (Classic and Redesign) testing, API testing for the same. This project includes automation of the UI as well API testing which consists of the major flows of the website.

### Responsibilities:

* Understanding the Business Requirement document from the client for understanding the project functionality related to the particular release.
* Preparing test strategy document by referring the document for all requirements.
* Involved in SIT testing for validation for different applications and data validation in mainframe
* Experience in cross-browser testing for the application
* Executing test cases in ALM as well as keeping track of all the defects.
* Experience in working on Version One/ALM for Requirement Tracking ,Sprint Planning , Estimations and Defect Logging /TrackingResponsible
* Automated several different scenarios for checking the end to end flow of application.
* Web Services Testing using Swagger (architectural tool) and Postman Experience in various types of testing Sanity, Functional, Regression. Experience in different testing areas like UI Testing, web services Testing, Mainframe Testing and Native Mobile Testing using Perfecto
* Involved in development of test scripts Regression, Smoke, Sanity.

**Achievements and Trainings:**

* Certified ADM 201 Salesforce Certification.
* Recognized with “Young Engine” award in 2017 for Strong Automation Delivery and was fast tracked for promotion.
* Recognized with “Pack Hunter” award in 2018 for persistent dedication towards the project.
* Recognized with “ACE” award in 2020 for the outstanding performance in the project

**Personal Information**

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| Date of Birth | : 22-June-1995 |  |
| Languages Known | : English and Hindi. |  |
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| Date:  Place: Pune |  | Shagun Ashok |