Deepmala Mehta

Salesforce Consultant

PROFESSIONAL SUMMARY

- More than 15 years of experience in IT industry.
- **Salesforce Certified administrator (ADM-201)** having 3+ years of experience as Salesforce Administrator.
- **Certified Scrum Master** from Scrum alliance.
- Experience in **Software development in Java** , apex ,Visual force.
- Experience in various domains like Customer Relationship management, Energy Management, Metering, Healthcare, utilities , Supply chain etc.
- Experience working on multiple platforms and technologies.
- Creativity and flexibility to face and resolve challenges, Good presentation skills and effective team player with excellent communication skills.
- Experience in stakeholder communication and team management.
- Passionate for learning and using new technologies.

WORK EXPERIENCE

Mar 2018 - Current

Lead- QA

XPO Logistics

Technologies used: ODI, Oracle EBS, NetSuite, Netezza, Micro Strategy, Informatica DVO, Eclipse, IntelliJ, Jira, SharePoint, SQL, Salesforce etc.

- Supervised data quality validation between different databases and data warehouse using Informatica and SQL.
- Connducted data migration validations from different systems like Oracle , Salesforce , Speedy G etc.
- Supervised BI QA and Reports testing developed using Micro strategy and Salesforce.
- Gained experience working with Oracle Data Integration tools.
- Managed QA automation using Rest Assured, Maven, Jenkins, Selenium etc.
- Effectively contributed managing Kanban board in JIRA.
- Closely interacted with product management, business and development teams to assure most effective project execution.

10/2016 - 02/2018

Salesforce consultant

Ecova

Technologies used: SOQL, APEX, Visual Force, Java, .Net, Informatica, C#.

- Gained Salesforce experience working as a Salesforce Administrator.
- Created users, Profiles, permission set as per the requirements.
- Daily responsibilities included creation of custom fields, validation rules adding field security etc.
- Contributed to business processes by creating workflows , Approval flows.
- Evaluated ,installed and configured AppExchange packages as per business requirements extending native Salesforce functionality.
- Customized and scheduled Reports and Dashboards based on user and organizational requirement .
- Effectively used Wave analytics including bindings, JSON, SAQL.
- contributed to team with creating and editing triggers written in Apex . Experience executing SOQL and SOSL using workbench.
- Performed Data Integration and Migration with the existing Legacy systems using DataLoader, DBAmp and Informatica .
- Created and enhanced complex data models by using Lookup and Master detail relationships.
- Gained strong expertise in configurations like creating workflows, formula fields, roll up summary fields, assignment rules, roles, profiles, sharing settings etc.

03/2015 - 09/2016

Salesforce Qa Lead

Pacificorp

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CERTIFICATIONS

- Salesforce Certified Administrator
- Certified Scrum Master

TOOLS/SKILLS

Salesforce

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CRM, Apex,VisualForce, Reports and Dashboards, Workflows, User management, SOQL, Service Cloud, Sales Cloud, Workbench, Wave analytics.

Agile

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Jira, Confuence, Microsoft Team Foundation Server

Programming

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Java,SQL, SSRS, Python, Selenium, Eclipse, C#, .Net.

Technologies used: Javascript**,** SOQL, Mainframe, C#. .Net, SQL, TIBCO framework, QTP, Selenium, HP Quality center, Itron products-MV-Suite, MWM, SOAP Web services, HTML, XML JSON, Mobile testing for PacifiCorp apps (iOS and Android), Workforce management.

- Created users, profiles, page layouts for Salesforce applications
- Contributed as QA for Salesforce applications.
- Contributed as BI QA Lead in metering department taking care of customer facing applications that were web based, mobile based or desktop based, and customizing them according to user experience and preferences.
- Streamlined and organized test strategies, defect logging, test plans and test cases.
- Added transparency by communicating all test results to stakeholders.
- Participated in code review and requirement reviews.
- Improved QA vision by setting up and communicating QA efforts and goals.
- Learned and performed Mobile testing for PacifiCorp apps for iPhone, iPad and Android phone and tablets.
- Gained experience on Oracle based workforce management tool called as mobile workforce management (MWM).
- Automated testing process using Python,QTP and Selenium.
- Mastered Backend testing for ETL/databases using SQL and Informatica.
- Integrated and tested Metering desktop applications from Itron like FCS, MV-90, MV STAR, for collecting and processing meter reads for billing.
- Actively educated the team for transition to agile framework.
- Participated in all team ceremonies as Scrum team developer.
- Worked as Interim Scrum Master in absence of one.
- Worked in Kanban framework for implementing agile.

10/2013 - 01/2015

Scrum Team Member-Software Quality Assurance

Huron Healthcare

Technologies used: C#, Silverlight, .Net, BizTalk, XML, XSD, SQL, Virtualization, TFS, Spot-fire, SOAPUI

- Served as a key member of software development team working in agile framework with primary focus on QA for development projects for healthcare clients.
- Participated in all team ceremonies as Scrum team member.
- Created and executed software test plans for functional as well as performance test cases and scripts to uncover identify and document software problems and their causes.

- Transitioned software development efforts to a test-driven development (TDD) process, which brought QA testing in on the front-end of the development cycle for gains in code quality, software functionality and programmer productivity.
- Gained hands on experience in Managing test environments, Functional QA and performance QA.
- Actively participated in automating testing approach for regression and performance QA. Experience in designing/developing/enhancing/testing automation frameworks.
- Performed Web service testing (SOAP and REST API) using SOAP UI
- Created test scripts for automation tool created for build verifications needed for continuous delivery.
- Learned and actively implemented SCRUM/Kanban framework.
- Tested reports using data extracts and transforming data using pivot tables (ETL).
- Learned and performed Performance/Stress/Load testing.

01/2009 - 11/2012

Senior Business Analyst

Vayamtech

Technologies used: Java, Eclipse, Web Services, SOAP, SQL Server 2005, IBM WebSphere Application Server, XML, XSD

- Software consultant and Business Analyst on their Key Business Modules being used for government clients majorly for their various schemes.
- Proven skills as a business analyst by Gathering Requirements, translated the requirements into specifications and communication with the team.
- Reviewed the developed product with Development before the release cycle and worked with Development to fix issues.
- Tested the pre-release code in User Acceptance Testing Environment and opened tickets for any possible issues.
- Used Agile Methodology to minimize risk by implementing software development in short time boxes or iterations
- Collaborated with developers, QA, product owner and scrum master to assess ROI, prioritize needs and produce high quality software
- Helped manage risk analysis and mitigation plans, status reports, and client

presentations; prepared business process models, defined milestone deliverables, and established critical success factors.
- Gathered requirements during inception phase, documented and delivered functional specification documents, and assisted architecture analysis and design using UML and Rational tools.
- Conducted UAT. Wrote SQL queries for MS Access and Oracle for data manipulations.
- Involved in detailing project mission, data process flow diagrams, Coaching software development team and managing timelines.

06/2003 - 12/2008	**Sr. Software Engineer- Java**

ITFactory(India) Pvt. Ltd

Technologies used: Adobe Flex 3.0, IBM WebSphere Portlet Factory 6.02, Eclipse 3.0, JSDK 1.4(Java), Junit, Hibernate, DB2 9.1, Lotus Notes, Apache Tomcat, JavaScript, SQL.
- Senior Software engineer for their major products like CRM, HRM, Portal Solutions.
- Participated in all team ceremonies as Scrum team developer.
- Developed Web applications using **Java and Eclipse.**
- Migrated applications from Lotus notes applications to WebSphere portal applications using Hibernate and ORM framework.
- Conducted application Design and development using Lotus Notes.
- Designed and developed Rich Internet Applications Using Adobe Flex.
- Research & Development to integrate few in-house applications Like CRM and HRM with Nokia Mobile running on Symbian OS using SDK and emulator provided by Nokia Mobile Phones.
- Exhibited tremendous growth in terms of learning and adapting new methods and technologies. Earned respect for my potential and quickly promoted as team Leader from a software developer

EDUCATION

2000 - 2003	**M.CA**

Guru Gobind Singh Indraprastha University