DAIPAYAN DEY (Salesforce Admin Certified)

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Summary

- Around 7 Years of experience in **Salesforce CRM Testing.**
- Strong testing Quality Assurance experience within **Agile Environment**.
- **Salesforce Admin Certified** – Cno- **19179259**
- Around 6 months of experience in **AODA** and **Mobile RWD** testing.
- Good track record of success as far as the customers and users requirements is concerned.
- Experience in **Functional Testing, Regression testing**, **Integration Testing and Accessibility testing**
- Having Experience of 7 Years in **Salesforce Sales and Service Cloud Testing, SFCC.**
- Exposure to quality control processes to ensure the adherence of quality compliance initiatives for the project, suiting to the requirements of customers and users.
- Good knowledge in writing and designing the test cases.
- Exposure in preparing **Test Summary Report.**
- Hands on experience in preparing **Master Test Strategy.**

Technical Skills

- Manual Testing Skills (Regression, Retesting, Integration, Smoke ,System and Acceptance Testing)
- CRM Tool - Salesforce Classic and Lightning
- Exposure SDLC, STLC and Bug Life Cycle.
- Project management tool – Version1, ALM, Jira, Zypher, Browser Stack
- Bug Tracking Tool – ALM, JIRA
- Basic knowledge of SQL query.
- Desktop OS – Windows 7,8,10,11
- Preparing Traceability matrix
- Preparing Master Test Strategy
- Preparing Defect Density Report
- Exposure of Agile methodologies
- Mobile Application testing
- Worked in Salesforce Sales, Service and SFCC

Project Experience

PROJECT # 1 Sketchers Plus

Client	Sketchers
Organization	Concentrix
Operating System	Windows 10
Technologies	SFCC
Tools	Salesforce Lightning, JIRA, Zypher, Zyplin, Browser Stack
Team Size	3
Role	Owner
Period	May 2022– ongoing.

Project Description:

Sketchers Plus is the Project where the main objective was to add the Redeem Functionality and changes in the UI as Per the Business need. The project is executed in Agile mode following Scrum methodology and was tracked in Jira. All test plans, results were uploaded to and defects logged under 'Jira' (QA test management tool).

Contribution:

- Preparing Daily Status Report
- Understand the user stories and design high level test cases
- Involve in Sprint Planning
- Preparing Agile Score card report
- Preparing TSR
- Attending Scrum calls
- Providing Sprint demo to Business
- Preparing Traceability matrix

PROJECT # 2 Comeric Loan Origination

Client   Comerica
Organization   Persistent
Operating System Windows 10
Technologies   Salesforce Service cloud
Tools   Salesforce Lightning, JIRA
Team Size   **3**
Role   Owner
Period   September 2021–April 2022.

Project Description:

Comerica Loan Origination was to meet the business needs, ensure established requirements and detailed designs are met and validated. The project is executed in Agile mode following Scrum methodology and was tracked in Jira. All test plans, results were uploaded to and defects logged under 'Jira' (QA test management tool).

Contribution:

- Preparing Daily Status Report
- Understand the user stories and design high level test cases
- Involve in Sprint Planning
- Preparing Agile Score card report
- Preparing TSR
- Attending Scrum calls
- Providing Sprint demo to Business
- Preparing Traceability matrix
- Defect Density Report

PROJECT # 3 RIM Foundational - Strategizing Opportunity workflows

Client	Voya
Organization	Cognizant
Operating System	Windows 7
Technologies	Salesforce Sales cloud
Tools	Salesforce, HP ALM
Team Size	5
Role	Team Member
Period	January 2018– August 2021.

Project Description:

With Silos being brought down as part of the Foundational Project, the next step is to align the Salesforce Object's Fields/Workflows strategically, such that it helps the Top Management, Operations and Sales teams in creating Insightful and Strategic Reports/Dashboards for better usage.

Contribution:

- Preparing Daily Status Report
- Involve in Sprint Planning
- Understand the user stories and design high level test cases
- Preparing Agile Score card report
- Preparing TSR
- Attending Scrum calls
- Providing Sprint demo to Business
- Preparing Traceability matrix
- Defect Density Report

PROJECT # 4 Add Program Eligibility Tracking

Client	Voya
Organization	Cognizant
Operating System	Windows 7
Technologies	Salesforce Sales Cloud
Tools	Salesforce, HP ALM
Team Size	7
Role	Team Member
Period	April 2015– December 2017.

Project Description:

By Implementing Program Eligibility Tracking as part of the Project, the next step is to align the Salesforce Object's Fields/Workflows strategically, such that it helps the Top Management, Operations and Sales teams in creating Insightful and Strategic Reports/Dashboards for better usage.

Contribution:

- Preparing Daily Status Report
- Involve in Sprint Planning
- Understand the user stories and design high level test cases
- Preparing Agile Score card report
- Preparing QA synopsis
- Attending Scrum calls
- Providing Sprint demo to Business
- Providing KT to the Regression team
- Preparing Traceability matrix
- Defect Density Report

Certificate/Training

- Salesforce Admin Certified – CNo- 19179259
- Software Testing training from QSpider, Bengaluru

Education

- Btech in Electronics and Communication, WBUT – 2014
- Diploma in Electronics and Telecommunication, WBSCTE – 2011
- Matriculation in CBSE Board– 2007

I hereby declare that the information furnished above is true to the best of my knowledge.

Daipayan Dey