



NAVEEN K N

Salesforce Test Specialist

Career

Salesforce senior tester with 5+ years of experience who is now seeking a change in the career and wish to have a growth oriented and challenging career, where I can contribute my knowledge and skills to the organization and enhance my experience through continuous learning and teamwork.

Experience

BOSCH

Experience: 4+ years

Position: Senior Associate

Ken Consulting

Experience: 2+ years

Position: Associate

Project: Bosch

Description:

Field service is to create a global platform which serves as "OneStop Destination" to provide E2E solution to customer grievances related to Mechanical and electronic products sold by Bosch. Integrated with SAP complete Field Service Management application. In a nutshell it starts from a customer request that comes in and goes till its complete resolution which has several business processes in between.

March 2020 – Present

- Analyzing Business requirements and solution specification documents to design Test Plans, Test cases.
- Involved in Preparation of Test Procedures, Test Scenarios, Test Cases and Test Data.
- Involvement in Test Execution, Results Analyzing and Defects Reporting.
- Conducted Test Plan/Test case review meetings.

Contact

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Bangalore

Education

B.COM, Bengaluru University

Key Skills

Salesforce, Sales cloud
Service Cloud

Community Cloud
Servicemax
Field service
Lightning

MOBILE APPLICATION
Integration
Testing

Regression
Testing Quick learning
of tools

Mentoring
Excellent Communicator
Efficient decision making
Requirement Analysis

Project: ABB salesforce customer 360

Description: Salesforce Customer 360 is deployed across ABB's sales, service, field service, and marketing departments, enabling any employee to have one 360-degree view of the customer, allowing for optimized selling, servicing, and marketing.

- Lead Management - Manual creation of Leads in SFDC
- Accounts Management - Account Creation process, Account Update process, Account Delete process
- Contact Management - Contact Creation process, Contact Update process, Contact Delete process
- Opportunity Management - Opportunity Creation through Internal Sales Involvement, Opportunity Creation through Accounts, Opportunity creation through Lead Conversion,
- Credit Check - Customer Credit Limit, Credit Approval process.

Tools Used

SALESFORCE
Field lightning service
AZURE
SOAP UI
REST API
POSTMAN
MOBILE LABS
SAUCE LABS



