Seth D

Quality Assurance Engineer, 3+ years experience
Jaipur, India
https://augmntx.com/profile/quality-assurance-engineer-seth-d/axo32182

AugmntX
+91 9820045154 | hr@augmntx.com

Salesforce QA Engineer with expertise in Sales Cloud and Service Cloud, skilled in manual and automated testing using Selenium and Cypress. Experienced in test strategy, defect management, system and integration testing, UAT coordination, and building automation frameworks to improve release quality.

INDUSTRIES: Government and Public Sector, Health care, Financial Services, Ecommerce, Medical Equipment

TECHNICAL SKILLS

• Playwright	2 years & 5 months
• Cypress	2 years & 4 months
• Selenium	2 years & 5 months
• LLM	2 years & 4 months
• Salesforce	2 years & 6 months

SOFT SKILLS

Communication, Critical thinking, Time management, Teamwork

PROJECT DETAILS

• Streamlining the case management March-2023 - September-2023

Project Description: TheClient has a business in Australia and works as a mediator for customers who want to apply at the Indian High Commission. The business requirement of the project was that the client wanted an automated system through which they could manage their case and get all the necessary information from customers to get government approval. Developed comprehensive test plans that outline the testing strategy, scope, test objectives, and acceptance criteria. Identified and documented defects, inconsistencies, and issues discovered during testing, providing detailed information to aid developers in resolution. Conducted regression testing to ensure that new enhancements or changes do not negatively impact existing functionalities. Executed test cases to verify the functionality and features of Salesforce applications, ensuring that they meet the specified requirements. Actively participated in retrospectives and contributed to continuous improvement efforts by providing feedback on processes, tools, and collaboration within the development team. Worked closely with developers, administrators, business analysts, and other stakeholders to understand the technical aspects of Salesforce applications and facilitate effective communication. Implemented key performance indicators (KPIs) to measure the effectiveness of the Service Cloud implementation. Conducted regular performance reviews, identified areas for improvement, and implemented optimizations for increased efficiency.

Responsibilities: Developed comprehensive test plans outlining testing strategy, scope, objectives, and acceptance criteria. Identified and documented defects, inconsistencies, and issues during testing, providing detailed feedback to developers. Conducted regression testing to ensure new enhancements do not impact existing functionalities. Executed test cases to verify functionality and features of Salesforce applications according to requirements. Participated in retrospectives and contributed to continuous improvement of processes, tools, and team collaboration. Collaborated closely with developers, administrators, business analysts, and stakeholders to understand technical aspects of Salesforce applications. Implemented KPIs to measure the effectiveness of the Service Cloud implementation. Conducted regular performance reviews, identified areas for improvement, and implemented optimizations for efficiency.

Technologies: Salesforce Service Cloud, Salesforce CRM, Test Case Management, Bug Tracking Tools (JIRA or similar), Performance Metrics/KPIs

Industry: Government and Public Sector

• HealthcareManagementSystem April-2025 - October-2025

Project Description: The client, a US based medical group company providing therapy and psychiatric services, required an efficient and customized Case Management system to enhance their service delivery. Developed a comprehensive QA strategy for the Salesforce Service Cloud implementation, ensuring the system met the specific needs of therapy and psychiatric services. Led the creation and execution of detailed test plans, test cases, and scripts to validate the functionality of case management, CCAS (Call Center and Case Automation), and web service integration through REST resources. Conducted thorough testing on profiles, roles, permission sets, and sharing rules to ensure robust security measures and appropriate access controls were in place. Verified the proper configuration of support processes, entitlements, milestones, workflows, triggers, and flows to ensure streamlined operations and efficient service management. Tested the integration of Salesforce with the company website for case creation and validated the functionality of custom Lightning Web Components (LWC). Ensured the effectiveness of notifications, escalations, email notifications, and Slack alerts for managing cases based on predefined criteria. Validated the accuracy and relevance of reports and dynamic dashboards to track key business metrics and provide real-time insights. Coordinated UAT sessions with patients, staff, and doctors to gather feedback and ensure the solution met all user requirements and expectations. Utilized JavaScript for custom test automation to interact with and validate dynamic web elements in Salesforce, ensuring real-time accuracy in case management workflows and web service integrations. Created Selenium-based automation frameworks to automate regression testing, covering key scenarios like notifications, email alerts, and Slack alerts, ensuring consistent performance across case management and escalation processes.

Responsibilities: Developed comprehensive QA strategy for Salesforce Service Cloud tailored to therapy and psychiatric services. Created and executed detailed test plans, test cases, and scripts for case management, CCAS, and web service integrations. Tested profiles, roles, permission sets, and sharing rules to ensure robust security and proper access control. Verified configuration of support processes, entitlements, milestones, workflows, triggers, and flows for streamlined operations. Tested Salesforce integration with company website for case creation and validated LWC functionality. Ensured notifications, escalations, emails, and Slack alerts functioned according to criteria. Validated reports and dynamic dashboards for accuracy and real-time business insights. Coordinated UAT sessions with patients, staff, and doctors to ensure requirements were met. Used JavaScript for custom test automation to validate dynamic web elements and workflows. Created Selenium-based automation frameworks to automate regression testing for notifications, email alerts, and Slack alerts.

Technologies: Salesforce Service Cloud, REST APIs, Lightning Web Components (LWC), JavaScript, Selenium, QA Automation, Case Management System, Slack integration.

Industry: Health care

• Salesforce PaymentGateway May-2024 - October-2024

Project Description: A comprehensive payment gateway integration project aimed at enabling clients to process payments seamlessly within the Salesforce ecosystem. The primary objective of this project was to ensure that the integration with multiple payment gateways, such as Stripe, PayPal, and Authorize.Net, functioned reliably and efficiently. Conducted functional testing for all user interface components. Performed regression testing to ensure new updates did not affect existing functionalities. Created and managed test case sheets and assigned them to developers. Retested fixed bugs to ensure they were resolved. Recorded identified bugs and coordinated with developers for fixes.

Responsibilities: Conducted functional testing for all user interface components. Performed regression testing to ensure new updates did not break existing functionalities. Created and managed test case sheets and assigned them to developers. Retested fixed bugs to verify proper resolution. Recorded and tracked identified bugs, coordinating with developers for timely fixes.

Technologies: Salesforce, Stripe, PayPal, Authorize.Net, Test case management tools (e.g., Excel or Jira), Bug tracking tools (e.g., Jira)

Industry: Financial Services

• E-CommerceProject November-2024 - March-2025

Project Description: The client, a UK based fashion and lifestyle retailer, wanted to improve website stability and reduce manual regression efforts through test automation. Built reusable and maintainable test scripts using the Page Object Model (POM), ensuring scalability across multiple web modules. Performed UI and API validation using cy.request() to ensure synchronization between frontend and backend order data. Configured Mochawesome reports and integrated executions with the Cypress Dashboard for detailed visibility and analytics. Collaborated with developers and product owners to log and verify defects, improving fix turnaround time. Achieved a 70 percent reduction in manual regression testing time, enabling faster, more reliable releases and better customer experience.

Responsibilities: Built reusable and maintainable test scripts using Page Object Model to ensure scalability across multiple web modules. Performed UI and API validation using cy.request() to verify synchronization between frontend and backend order data. Configured Mochawesome reports and integrated executions with Cypress Dashboard for detailed visibility and analytics. Collaborated with developers and product owners to log and verify defects, improving fix turnaround time. Reduced manual regression testing time by 70%, enabling faster and more reliable releases and improving customer experience.

Technologies: Cypress, JavaScript, Page Object Model (POM), Mochawesome Reports, Cypress Dashboard, REST APIs

Industry: Ecommerce

• Rental Medical Equipment October-2023 - April-2024

Project Description: The client is a USA-based company who lends medical equipment on a contractual basis to different medical facilities and hospitals. The business requirement was to set up and implement Salesforce Sales Cloud. Collaborated with cross-functional teams and stakeholders to understand business requirements. Analyzed requirements and implementation based on business use cases. Created test case sheets for the implementation along with the RTM document. Updated test cases and RTM based on new changes or suggestions. Performed smoke testing and system testing for functionality implementation. Created bug reports for the implementation.

Responsibilities: Collaborated with cross-functional teams and stakeholders to gather and understand business requirements. Analyzed business use cases for requirement understanding and implementation. Created and maintained test case sheets and RTM documents. Updated test cases and RTM based on new changes or feedback. Performed smoke testing and system testing for Salesforce Sales Cloud functionalities. Logged and tracked bugs during implementation to ensure proper resolution.

Technologies: Salesforce Sales Cloud, Test Case Management Tools, RTM (Requirement Traceability Matrix), Bug Tracking Tools (e.g., JIRA)

Industry: Medical Equipment

EMPLOYMENT HISTORY

• Salesforce Quality Assurance Engineer March-2023 - November-2025

Description: Performed manual and automation testing (functional, regression, smoke, sanity, UI/UX) for Salesforce Sales & Service Cloud projects. Designed and executed test plans, test cases, and RTM ensuring business requirements were met. Conducted UAT sessions, validated workflows, triggers, LWCs, and API integrations. Built and maintained automation frameworks using Selenium, Cypress, and JavaScript, achieving faster regression cycles. Used JIRA, GitHub, and Confluence for defect tracking, version control, and documentation. Collaborated with developers and stakeholders to identify, report, and verify bugs, ensuring high-quality releases. Tested integrations with external systems like payment gateways, Freshdesk, and web portals. Contributed to CI/CD validation using GitHub Actions for continuous testing and deployment efficiency. Industry Exposure: Healthcare, E-Commerce, FinTech, and Government/Immigration Services.

EDUCATION

• Bachelors degree in Computer Science & Engineering from Amity University 2021 - 2024

LANGUAGES

• English - native

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