# Sebastian A

Salesforce Business Analyst, 10+ years experience
Bengaluru, India
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Salesforce Business Analyst/Salesforce QA lead with 10+ Years of Experience in IT industry. Worked for Big 4 MNCs, with exposure in domains like Health, Retail, Automotive, Real Estate, Insurance, Life Science, Telecom, Utilities

**INDUSTRIES:** Healthcare, Utilities

## TECHNICAL SKILLS

| | |
|---|---|
| • Salesforce Admin | 9 years |
| • Business analysis | 9 years |
| • Manual Testing | 9 years |
| • Salesforce CRM | 9 years |
| • sales cloud | 9 years |
| • service cloud | 9 years |
| • Salesforce Integration | 4 years |
| • TOSCA | 3 years |
| • Selenium | 2 years |

## SOFT SKILLS

Teamwork, Problem-solving, Communication, Critical thinking

## PROJECT DETAILS

• Compliance July-2019 - September-2020

Project Description: Compliance TS is related to the Life sciences domain. It deals with expense reporting of pharmaceutical companies submitted to the various governments

Responsibilities: • Have hands-on experience on “Salesforce” Testing • Responsible for GUI and Functional Testing, using Black box Testing Techniques on Salesforce CRM(Community, Sales Cloud, Service) • Proficiency in SFDC Administrative tasks including but not limited to creating Profiles, Roles, Users, Page Layouts, Email Services, picklists, Validation rules, Reports, Dashboards, Tasks, and actions. • Familiar with JIRA raising valid show-stopper defects. • Experience with Salesforce sandbox and production environments. • Experience on SOQL Queries using SOQL Editor, Salesforce Inspector • Knowledge in Lead, Case Management, Web-to-lead, Web-to case. • Experience with data migration by using Data Loader, Data Import for insert, update and bulk import or export of data from Salesforce.com objects. • Experience in implementing security and sharing rules at object, field, and record level for different users • Also created various profiles and configured the permission based on the organizational hierarchy. • Good in implementing salesforce.com security using Profiles, Roles, Permission Sets. • Bug tracking, mapping requirements and test management using JIRA, Zephyr

Technologies: Salesforce, Automation Testing, Manual Testing, CRM

Industry: Healthcare

• Motiva October-2020 - May-2022

Project Description: Motiva Enterprises, is a fully owned affiliate of Saudi Refining Inc. and headquartered in Houston, Texas, US with revenue of $177 billion as of October 2020.

Responsibilities: • Have hands-on experience on “Salesforce” Testing • Responsible for GUI and Functional Testing, using Black box Testing Techniques on Salesforce CRM(Community, Sales Cloud, Service) • Proficiency in SFDC Administrative tasks including but not limited to creating Profiles, Roles, Users, Page Layouts, Email Services, picklists, Validation rules, Reports, Dashboards, Tasks, and actions. • Familiar with JIRA raising valid show-stopper defects. • Experience with Salesforce sandbox and production environments. • Experience on SOQL Queries using SOQL Editor, Salesforce Inspector • Knowledge in Lead, Case Management, Web-to-lead, Web-to case. • Also created various profiles and configured the permission based on the organizational hierarchy. • Good in implementing salesforce.com security using Profiles, Roles, Permission Sets. • Bug tracking, mapping requirements and test management using JIRA, Zephyr

Technologies: Salesforce, SAP, PEGA, TOSCA

Industry: Utilities

## EMPLOYMENT HISTORY

• Salesforce Business Analyst — Salesforce Business Analyst - October-2020

• Salesforce QA Engineer — Salesforce QA Engineer - July-2019

IQVIA

• Senior Salesforce Administrator — Senior Salesforce Administrator - May-2016

CGI

• Salesforce Administrator — Salesforce Administrator - May-2014

Accenture

## EDUCATION

• Bachelors degree in Computer Science Engineering from Anna — 2010 - 2014

## LANGUAGES

• English - advanced

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