Gonnade L

Salesforce QA Engineer, 5+ years experience
Nagpur, India
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Experienced in Salesforce technology including Sales Cloud, Service Cloud, Social Customer Service Cloud, Salesforce CPQ and Salesforce Billing. I'm also working on the Agile methodology which I am part of sprint planning, daily scrum call and the retrospective call.

INDUSTRIES: Aerospace and Defense, Finance

TECHNICAL SKILLS

• Salesforce Admin	4 years & 9 months
• Salesforce CPQ	4 years & 9 months
• sales cloud	4 years & 9 months
• service cloud	4 years & 9 months
• Salesforce QA	3 years & 5 months

PROJECT DETAILS

• British Airways October-2022 - June-2023

Project Description: British Airways (BA) is the flag carrier airline of the United Kingdom. The airline is the second largest UK-based carrier, based on fleet size and passengers carried, behind easyJet.
Responsibilities: Worked on Service Cloud and Social Customer service functionality using Omni Channel skill-based routing to enhance the user experience. Maintained and improved existing Salesforce implementation. Created record types and page layouts. Perform administrative tasks: Creating Roles, Profiles, Users, Page Layouts, Workflow Alerts, Permission Sets, Security, Actions, Reports, Dashboards and Approval Processes. Worked on relationshipslike Master-details and lookupsin Salesforce. Use Omni Supervisor to monitor agent workloads and the status of work items that are routed by Omni-Channel. Meeting with project managers to determine CRM needs. Excellent knowledge in developing Test Plans, Test Strategy, Test Cases, Test Reports, and documentation of Manual Tests. Good technical writing skills with identifying test Scenario, Designing Test Case. Good knowledge of the Scrum method of Agile software development. Proficient in Manual Testing- with defect management tool such asJIRA. Writing documents and providing technical training for Salesforce staff.
Technologies: Salesforce
Industry: Aerospace and Defense
Link: https://www.britishairways.com/

• Moodys Analytics

Project Description: Moody's Analytics is a subsidiary of Moody's Corporation established in 2007 to focus on non-rating activities, separate from Moody's Investors Service. It provides economic research regarding risk, performance and financial modeling, as well as consulting, training and software services.
Responsibilities: Analyzing the requirements from clients. Communicating with development staff for test planning. Worked on end-to-end testing of opportunity creation till order activation for New Sales, Change (Financial & NonFinancial) and Renewal. Worked on Product & Pricing testing, configuration through Apttus CPQ with product Discount and Markup. Worked on Product termination (Partial & Full), Product Substitution, Cancel & Rebook. Worked on end-to-end testing of financial force & Salesforce Billing from Create agreement till Billing Document Generation. Worked on SDLC, STLC and Defect/Bug Life Cycle along with documentation throughout the process. Worked on UAT, SIT, Regression and Sanity Testing to test the functionality. Worked on test plan preparation and Creating test scripts. Preparing test scenarios and test cases based on requirements. Arranging Test Environment to execute the test cases. Organization: Atos | Syntel Private Limited Duration: 29th June 2022 to till date Worked on JIRA tool to raise bugs and observation. Involved in Defect discussions and Triage meetings with Business, client, and Developers. Creating daily and weekly status reports and summary reports. Effectively communicate with stakeholders at all levels for more clarity of requirements.
Technologies: Salesforce CPQ, Salesforce Admin
Industry: Finance
Link: https://www.moodysanalytics.com/

EMPLOYMENT HISTORY

• Salesforce QA Engineer

Description: Working as a salesforce QA

CERTIFICATION

- Salesforce Admin by Salesforce 0
- Salesforce PD1 by Salesforce 0
- Salesforce Associate by Salesforce 0
- Salesforce Platform App Builder by Salesforce 0

EDUCATION

• Bachelors degree in BE from RTMNU 2014 - 2018

LANGUAGES

• English - native

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