

Kajal S. *Salesforce Tester*

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📍 Bangalore

Profile

I am **Salesforce Tester with 3.2 Year's** of experience in **Salesforce CRM analysis, Functional Testing, Non Functional Testing, Sandboxes** in the Salesforce and **White Box and Black Box testing** and having Extensive knowledge of **cloud computing** services like **SAAS, PAAS, and IAAS**, with **Service Cloud and Marketing Cloud, Approval Process, Objects, lookups, Master-Detail, Retesting, Regression, Sanity**. Performed **Validation Testing** for applications as per **SOPs, regulatory standards**. Extensive experience in developing **SRS, Test Scenario, Test Case ,Test Plans, Test Strategy, Test Matrixes, Traceability, Test Reports** and documentation of Manual and Automated Tests, Scrum method of **Agile software** .

Professional Experience

Salesforce Tester, Cloudbyz Pvt Ltd 03/2025 – present | Bangalore
Currently Working as Salesforce Administrator with Cloudbyz Pvt Ltd, Bengaluru from 2025 to till date .

Salesforce QA, Mphasis 2022 – 03/2025 | Bangalore

Skills

Salesforce.com	Manual Testing	Validation Rules	Salesforce CRM
API Testing	optimization Testing	Oracle Database	Bug Reporting
Soap UI	Jira	Rest	Functional Testing
SQL Database	Data Loader	Regression Testing	Workflow Rules
Software Quality Assurance	Defect Life Cycle	Salesforce Testing	Agile Methodology
Postman	Oracle	Validation Testing	Automation Testing
TestSigma			

Technical Summary

- Have good knowledge of cloud computing with multitenant architecture.
- Knowledge and experience in cloud computing services like **SAAS, PAAS, and IAAS**.
- Having a strong working experience with **Sales Cloud**.
- Having experience in Salesforce CRM analysis, Administration.
- Good exposure in **Data Modeling using Custom objects, Page Layouts, ListView, Record Types**.
- Extensive knowledge of **objects,lookups and Master-Detail**.
- Have good knowledge of available **Salesforce tools, Agile methodology and Jira**.
- Strong Integration experience using **Custom objects, Data Modeling (Business Process), workflows**.
- Extensive experience using **Sales force QA (SFA) as Approval Process and Process Builder**.
- Experience in different level of **Security Object Level Security ,Security Field Level Security ,Security Record Level Security**.

- Having a Good working experience in order of **execution(workflow) and governor limits.**
- Extensive experience **Sandboxes** in the Salesforce.
- Actively involve in Business Process in Salesforce Experience in test automation for **Agile Continuous Integration** Ability to work both independently and in a collaborative environment.
- Support overall QA activities such as development of **Test Approach, Test Cases, and manual Test execution** as needed .
- **Manual Testing /Functional Testing**
- Enough exposure to all stages of **SDLC**
- Experience in **Functional Testing, Non Functional Testing, Regression Testing, Retesting, UI Testing & Compatibility Testing** of salesforce Applications.
- Extensively involved in **Approval Process testing** in the Salesforce.
- Strong verbal and written communication, interpersonal, decision-making, problem solving and customer service skills and Strong in Communication & Team co-ordination.
- Abilities in analyzing& interpreting unique problems, with a combination of project experience and logical thinking to find the right solutions.
- Focused & goal driven with strong work ethics and commitment to offer quality work.
- Dynamic team player who is consistently motivated toward success and completion of projects with an ability to work independently.
- Experience in Preparing Test Data as per requirements and Executing Test scenarios.
- Responsible for Test Case Writing, Execution, Bug Tracking and Reporting.
- Actively involved in **Review of test Case.**
- Performed Functional, Non Functional and **Retesting, Regression, Sanity.**
- Enough exposure on How to Test by using Different **profiles.**
- Mapped the business requirements and Create **UAT doc for Client Demo.**
- Strong knowledge over whole Software Test Life Cycle (STLC).
- Work closely with **Validation Rule** Testing, **Workflow Rule** Testing, **Approval Process** testing.
- Worked on Software quality assurance Process **Agile Methodology.**
- A result-oriented team player and skillful in coordinating with development team and problem solving abilities.
- Having a strong working experience with **Validation Testing .**
- Capable of working under time constraints in a target-oriented environment.
- Self-motivated, Pro- Active and Quick learner of new concepts and technologies.
- Define test methods and create test plans for new or updated software projects to determine if the software will perform accurately and reliably according to documented requirements as well as established standards under both normal and abnormal conditions.
- Execute test plans and create test reports to describe program evaluation, testing, and correction.
- Support development by verifying fixture software or any software used during production.
- Performed **Validation Testing** for applications as per **SOPs, regulatory standards.**
- Created and executed **Validation Test Artifacts**, including:
 - **IQ (Installation Qualification)**
 - **OQ (Operational Qualification)**
 - **PQ (Performance Qualification)**

Projects

Domain - Healthcare

- Review technical design documents, understand the system and create test scripts and test plans.
- Contribute towards improving our testing infrastructure to ensure its reliability and scalability
- Implementing it as per the structure of the project .
- Creating, enhancing, debugging, and running the test cases
- Collating and monitoring the defect management process
- Managing the changes and executing regression tests

- Coming up with exact solutions for problems related to object identity and error handling
- Interacting with customers/clients to solve the various issues they face and updating on the situation
- Analyzing the requirements & preparing test documentation for the same
- Involved in preparing and execution of Functional/Regression Test cases based on SRS/FS (Functional Specification about particular feature)/Change request Specification .
- Bug tracking and reporting using JIRA
- Execution of Test Cases
- Review of Test Cases/Test Documents/UE Documents
- Preparing Test Report/Dashboards/UAT doc
- Involved in the requirement study, design and development of the test cases
- Test Execution of system test suite.
- Assist the team in troubleshooting issues that may arise during testing phase, offering appropriate recommendations and implementations.

Domain - Healthcare, CTMS

- Collaborated with stakeholders including Principal Investigators, CRAs, and Clinical Ops to gather, document, and validate business requirements.
- Authored and reviewed **user stories** and **acceptance criteria** for modules such as eConsent, EDOA log, Feasibility Templates, and Pre-Screening.
- Created detailed **test scenarios** and **test cases** for functionalities such as:
- Performed **functional, regression, and UI testing** to validate workflows.
- Used **HUB** for defect tracking and test case management; documented all traceability in **Confluence**.
- Participated in daily **Scrum meetings, Sprint planning, Demo, and Retrospective** sessions to align testing efforts with development cycles.
- Conducted **impact analysis** and updated test scripts following design or requirement changes.
- The system integrates with modules like **eConsent, EDOA logs, Feasibility, and Pre-screening, eCRF, eCOA** to ensure accurate data collection and regulatory adherence.
- Performed **End to End Testing and Validation Testing** to validate workflows.
- Prepared and reviewed **validation deliverables** such as:
 - Validation Test Plan
 - Validation Summary Report
 - Defect Reports
 - Traceability Matrix

Education

Sant Gadge Baba Amravti Univeristy, *Bachelor of Engineering*

2021

Certificates

- Salesforce certified AI Associate
- Salesforce Agent force Specialist
- Certificate Of Completion -Financial Market Training

Languages

- English
- Hindi
- Marathi

Declaration

I do here by declare that the above information is true and complete to the Best of my knowledge and belief.

Kajal S.