Nishita Jain

CONTACT

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SUMMARY

SALESFORCE QA & ADMIN with 4 years of total experience and 2+ years of relevant experience as Salesforce QA and Admin. Have strong understanding of the Salesforce platform. Have good Analytical and Problem Solving skills and good Debugging skills.

WORK EXPERIENCE

Atos Syntel Pvt.Ltd   **Dec 2017 — Present**

Associate Consultant

- 2+ years of experience in Salesforce.com, mainly with Leads, Contacts, Accounts, Cases, Opportunities, Orders and other customized objects.
- Experience in Testing Sales & Community Cloud.
- Hands-on experience with JIRA and HP ALM Defect Tracking tool for effective management of defect life cycle and project management.
- Expertise in maintaining and creating typical business flows related to approval process and other use cases and providing SRS walkthrough.
- Hands on Experience on Profiles, Permission sets and Organization Wide Defaults (OWD).
- Strong in analyzing business requirements and specifications and development of test plans, test scripts, test cases and executing them.
- Hands on experience with Automation tools, UFT and Selenium.
- Expertise in designing and maintaining detailed test scope, test plans/strategy, test cases, test scenarios, test data and test scripts.
- Extensive functional, regression and sanity testing experience in Sales cloud and Fedex Application.
- Hands-on experience of executing cross functional projects following SDLC framework - requirement analysis, quality assurance release and post-production support.
- Actively involved in Automation, Functional, Integration, Regression, End to End testing, UAT Testing.
- Strong oral and written communications skills to clearly present key issues and recommend actions.

SKILLS

- **Salesforce** - Salesforce CRM, Sales cloud, service Cloud, Salesforce Configuration - Workflow & Approvals, Validation Rules, Assignment Rules, Reports & Dashboards, Security, Fields, User Management.
- **Quality Assurance** - Test planning, Test-case design, Test execution, Defect logging, Daily status creation and reporting, Functional testing
- **Project Management Tools** - JIRA, MS-Office, HP ALM
- **Database Management Languages**: SOQL,SOSL & MySQL, Mainframe Blue zone
- **Tools**: Data Loader, Vmware, UFT, Selenium, JIRA.
- **Programming Languages & Web Technologies**: Apex, Trigger

- **MA-MnE (Moody's Analytics Maintenance and Enhancement):** MA SFDC provides analytics services to the global financial and corporate sectors. This project was to enhance "Sales and Service" capabilities and rationalize the order management and billing environment. The main aim of this project was to incorporate the enhancement of Moody's Analytics (MA) business of Salesforce application with its existing functionality. Worked on Leads, Accounts, Contacts and Opportunity as SFDC Standard objects along with extra configured and customized Custom Objects.
- **SPM (Sales Performance Management)** - This project was to manage sales done by all sales representatives from different regions and assign/track bonuses to them based on their performance.
- **FedEx-Offline** – FedEx Corporation is an American multinational logistic company and it is the industry's global leader, providing rapid, reliable, time-definite delivery to more than 220 countries and territories, connecting markets that comprise more than 90 percent of the world's gross domestic product within one to three business days. FedEx is the world's largest express transportation company, providing fast and reliable services for more than 3.6 million shipments each business day.
- **SLC(Student loan company)** - Student Loans Company provides student loans with a frictionless, safe and secure method to providing Customers to self-serve, digitally wherever possible to contact easily, through their channel of choice improving the customer experience with retaining all the necessary security and fraud detection capabilities.

EDUCATION

B.E (Computer Science & Engineering)   July2013 — May2017

Oriental Institute of Science and Technology | Bhopal, India(8.44/10.00)

HSC   April2012— May2013
Gyanodaya Senior Secondary School(72.8)

SSC   April2010 — May2011

K V Bina, MP(9.2/10)

AWARDS & ACHIEVEMENTS

1. Awarded twice with 'KUDOS' award for extended support, dedication, and hard work.
2. Received potential EXUBERANT award for handling new feature in less time with quality and deliverables.
3. Received appreciations from onsite coordinator for generating quality results.