First Last

Salesforce QA / Testing

Salesforce QA and tester with 9 years of experience working in different testing methodologies like the Agile scrum model. Proficient in manual testing and cloud computing with demonstrable knowledge of sales cloud, service cloud, and marketing cloud. Key achievement: supported 650 Growthsi users in 8 countries by creating 2K reports and dashboards based on each geographical sales region for analytics purposes.

WORK EXPERIENCE

Salesforce QA / Testing — November 2015 – Present
Resume Worded, New York, NY

- Performed sanity / smoke testing for each software release, using MS Excel sheet to compare 40M records and its individual fields.
- Maintained 25 versions of test sets and worked on regression testing involving 42 phases of the Software Development Life Cycle (SDLC).
- Created 3K bugs in 4 sandboxes and assigned them to 100 developers who worked and resolved the defects within a 24-hour deadline.
- Prepared 350 test scenarios & test cases based on 2K user story requirements.

Salesforce Developer — February 2013 – October 2015
Growthsi, San Francisco, CA

- Supported 650 Growthsi users in 8 countries by creating 2K reports and dashboards based on each geographical sales region for analytics purposes.
- Developed and implemented Apex Classes, Workflow Rules, and Process Builders which handled over 300 staff daily activities.
- Designed 25 components including custom objects, custom fields, role-based page layouts, custom tabs, custom reports, report folders, VisualForce Pages, and dashboards based on the application requirements of 35 clients across different industries.
- Implemented pick lists, lookups, master-detail relationships, and 20 other record types which successfully improved data quality by 92%.

Salesforce Consultant — August 2010 – January 2013
Resume Worded's Exciting Company, New York, NY

- Envisaged and created an automated process that reduced manual data entry by 70% saving 5 days per week of valuable staff time.
- Achieved a 99% customer satisfaction rating via very effective communication and resolution skills, 24 hours a day, 7 days a week.
- Introduced Salesforce to RWEC in 2010, which led to an $800K quarterly savings and top-notch customer service delivery achieved by reducing the time to onboard 10K customers from 2 months to 5 hours.
- Reduced manual data entry of staff by 100% saving 2 weeks per month of valuable employee time through the development of an automated process.

CONTACT

- Des Moines, IA (Open to Remote)
- +1-555-332-454
- email@resumeworded.com
- linkedin.com/in/username
- github.com/resumeworded

SKILLS

Technical Skills:
- Unit Testing (Advanced)
- System Testing (Experienced)
- UAT Testing
- Production Testing
- Regression Testing

Techniques:
- Apex Programming
- HP Unified Functional Testing (UFT)
- Force.com IDE (Eclipse-based)

Tools and Frameworks:
- Testim
- ACCELQ
- Workday
- Cucumber

- Don't forget to use [Resume Worded](#) to scan your resume before you send it off (it's free and proven to get you more jobs)

EDUCATION

Resume Worded University
Bachelor of Science
Computer Science Engineering
Boston, MA — May 2009

Awards: Resume Worded Teaching Fellow (only 5 awarded to class), Dean's List 2012 (Top 10%)

OTHER

- Salesforce Certified Administrator.
- Salesforce Sales Cloud Consultant (SSCC).