

ARCHANA M

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Skills Summary

- Competent professional with 8+ years of experience in various roles - Business Solution Analyst, Application Administrator, Software Automation/Manual Tester

Education

Bachelor of Engineering, Dr. Ambedkar Institute of Technology, Bangalore

(Telecommunications Engineering, 2008 – 2012)

Experience

Sr. Associate at Xandr India Pvt Ltd, Bangalore

November 2019 till date

- Implementing Salesforce configuration/Admin changes
- Working with Product team to groom requirements and creating Stories
- Worked on testing 2 Salesforce instances- Marketplace and Media Domains in Xandr Business Unit
- Performing Web application testing – Order Management System and Finance applications
- Automating Regression test scripts using Selenium tool (Java)
- Responsible for testing End to End functionalities of all integrated systems

Testing & Quality Consultant at Futuresoft India Pvt Ltd (Client: PricewaterhouseCoopers)

May 2019 – October 2019

- Leading QA activities to achieve continuous delivery
- Worked in Hybrid Agile methodology
- Involved in preparing Test Cases based on the User Stories and Preparation of End-to-End Test Cases and Regression Test Suites in pForce (ProjectForce)- a Project Management application in Salesforce
- Responsible for preparing testing artefacts like Test execution Reports and Dashboards, Defects report

SFDC Business Analyst and SFDC Quality Analyst at Tata Consultancy Services Limited (Client: Adobe)

March 2017 – November 2018

- Conducting requirement review with Product Owner to understand and concur on the finalized requirements and providing demo of the completed stories to the Team/Product owners and maintaining any suggestions/feedback in the demo log for reference
- Performing Process analysis, User Acceptance Testing/Implementing configuration solutions, Business solution validations

- Hands on experience in Apttus for CPQ and CLM flow
- Documentation of existing processes and enhancements
- Subject Matter Expertise in Apttus Template management - Working with the Legal Operations team to understand the requirements for Agreement template structure. Using X-Author Apttus Contract Management tool for Template management (Designing clauses, Conditional segments, Versioning, Conversion of existing Pre-Fx2 templates to the latest FX2 framework format)
- Responsible for preparing testing artefacts such as System Test Plan, Test Scenarios, Test Cases, Test Summary Report and Traceability Matrix to ensure 100% test coverage
- Performing system testing to ensure the integrations with other systems work fine (E.g.: SAP – SFDC and SFDC-GLS integration testing). Mobile testing – Testing Pilot program modules implemented for Salesforce mobile
- Performing smoke test to ensure the system is ready for further testing and regression testing to ensure existing functionalities behaves the same after recent builds

Salesforce Administrator /Siebel, Trust Commissions, SEA Application Support at Tata Consultancy Services Limited (Client: Thomson Reuters -Finance & Risk; Legal operations)

October 2012 – March 2017

- Salesforce Administration and Application support: Involved in more than 20+ Salesforce Production releases. Deployment of different Salesforce components E.g., Apex Classes, Triggers and Visualforce pages using Change sets and Ant tool (TRDS Systems)
- Running data jobs using Apex data loader. Using data loader for mass updating leads, Users, Accounts and Contacts and other objects
- Deployment of weekly QA releases, Data jobs, User, Queue creations
- Performing post refresh activities and setup the sandboxes for further testing
- Siebel Application Support: Manage Siebel Servers and Web servers and Components. Deploying SRF and Repositories from one environment to others. Active monitoring of the Enterprise at the Server and component level to ensure the environment availability. Maintenance of Disaster Recovery Production servers to ensure Performance consistency. Enterprise and Server bounces as part of environment refresh activities
- Coordinating with various teams such as Web Server, Database, Network, and Integration teams
- Various metrics reporting (Weekly status reports, Daily reports)
- Driving Team meetings and weekly status meetings to ensure Smoke test completions every week according to schedule
- Performing Migrations for Trust Commissions (Plutus) applications
- Deploying code and maintaining servers for Service Enablement Administration (SEA) application
- Solving IM tickets raised on SM9 (Service Manager 9.0) related to application functionality

Certifications

Salesforce Admin Certification- ADM 201