



## SONIA Quality Analyst

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### PROFESSIONAL SUMMARY

Testing Engineer with 4 Years of experience in Grazitti Interactive, Salesforce QA department where I have developed various skills. Seeking a challenging role where I can utilize my skill and knowledge for the growth of organization along with enhancing my existing knowledge and skills. I am a learner and keen to learn more about technologies and sharpen my skill if given a chance and will give best results. I strive to be responsible, reliable and dynamic professional with an inner drive to excel in the field of testing and always desire to be a part of process development for the role provided to me.

### TOTAL EXPERIENCE : 4 YEARS

<b>Nov,2018- Present</b>	Salesforce QA, Grazitti Interactive
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| <b>Professional Skills</b> | <ul style="list-style-type: none"><li>• Experienced in Manual Testing with an exposure to all phases of STLC.</li><li>• Well versed with <b>Quality Assurance</b> and <b>Defect management</b>.</li><li>• Extensive experience in manual testing using tool like <b>Jira, Salesforce Tracker</b>.</li><li>• Experience in <b>Salesforce Community</b> Testing.</li><li>• Experience in <b>Salesforce Service Cloud</b> Testing.</li><li>• Experience in both Classic Platform of SFDC.</li><li>• Experience in <b>Web Application</b> testing.</li><li>• Experience in <b>Desktop Application</b> (Windows 7 &amp; 10), <b>Mobile Application</b> (iOS &amp; Android and Web based application testing).</li><li>• API Testing using Postman.</li><li>• Create a Test Plan Document and Test cases and Defect report document.</li><li>• Knowledge of Defect Reporting.</li></ul> |
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### Project1: (Fitbit)

NOV, 2018 -Nov,2020

**PROJECTTYPE** : Salesforce Service Cloud

**TECHNOLOGY** : SFDC Testing

**TESTING APPROACH** : Manual

#### Roles and Responsibilities:

- Involved in Salesforce applications testing.
- Well versed in functional testing of Salesforce Sales cloud with both Classic.
- Used Agile testing methodology
- Designed test scenarios based on the User Stories provided.
- Actively involved in test case authoring and execution.
- Interacted with the Business Analyst and development team for in depth requirement understanding.
- Ensured testing with adherence to timelines.
- Attended daily scrum meeting and provided daily update without any blocker.
- Used **Jira** to log defects.

### Project2:(Glassdoor)

Nov 2020, May-2021

**PROJECTTYPE** : Community

**TECHNOLOGY** : SFDC Testing

**TESTING APPROACH** : Manual

#### Roles and Responsibilities:

- Involved in Salesforce applications testing.
- Used Agile testing methodology
- Designed test scenarios based on the User Stories provided.
- Actively involved in test case authoring and execution.
- Interacted with the business analyst and development team for in depth requirement understanding

- Ensured testing with adherence to timelines.
- Attended daily scrum meeting and provided daily update without any blocker.
- Used **Mantis** to log defects.

### Project3: (Matterport)

NOV,2021-Present

**PROJECTTYPE** : Salesforce Service Cloud  
**TECHNOLOGY** : SFDC Testing  
**TESTING APPROACH** : Manual

#### Roles and Responsibilities:

- Involved in Salesforce applications testing.
- Well versed in functional testing of Salesforce Sales cloud with both Classic.
- Used Agile testing methodology
- Designed test scenarios based on the User Stories provided.
- Actively involved in test case authoring and execution.
- Interacted with the Business Analyst and development team for in depth requirement understanding.
- Ensured testing with adherence to timelines.
- Attended daily scrum meeting and provided daily update without any blocker.
- Used **Jira** to log defects.

### Certifications

- Salesforce admin certified
- Service cloud consultant certified

### Technologies And Tools

- **CRM:** Sales Force.com CRM.
- **Manual Testing:** Black box testing, API Testing, Functional testing, Regression testing.
- **Operating System:** Windows XP/7/8/10, Android, IOS.
- **Browsers :** Chrome, Mozilla, Safari, Opera
- **Tools:** Postman, JIRA, Eventum, Testlink, Test Rail, ZOHO, Mantis.

### Education

Qualification	Institute	Board / University	Year	%
B.Tech.(CSE)	ABVGIET Shimla B.Tech in CSE	HPTU	(2013-2017)	73.4%
Diploma(CSE)	Govt. Polytechnic Sundernagar Diploma in CSE	HPBOSE	(2011-2013)	67.2%

### Personal Information

**DOB** : 04-07-1996  
**Address** : #1330 sector 15 Panchkula  
**Marital Status** : Married