Anika Bose

Salesforce QA Analyst

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Summary

Salesforce QA analyst with three years testing sales and service workflows in sandbox environments. Builds role-based scenarios, documents reproducible defects and coordinates retesting with administrators and developers. Distinguishes functional acceptance from automated code-test results.

Experience

Salesforce QA Analyst, Example Violet CRM Services Jul 2024 - Present

Hyderabad, India

- Executed functional regression checks for lead conversion and case routing across four defined user roles in a Salesforce sandbox.
- Created 46 reviewed test scenarios covering required fields, validation messages and permitted record access.
- Improved defect reports with role, record setup and reproduction steps, reducing requests for missing details from 15 to 6 per release cycle.
- Coordinated retests with administrators and developers and recorded unresolved issues for the release owner's decision.
- Found a case-history visibility defect by switching between support and sales user profiles; documented the sharing setup and retested the corrected permissions.

Junior QA Analyst, Example Violet CRM Services Jul 2023 - Jun 2024

Hyderabad, India

- Executed reviewed sandbox scenarios and recorded setup details with each result.
- Retested resolved defects with a senior analyst and updated the regression checklist.

Education

B.Tech in Information Technology 2019 - 2023

Example Lakeside Institute

Skills

Salesforce QA: Sales Cloud workflow testing, Service case scenarios, Role-based access checks, Sandbox test data

Test practice: Regression planning, Defect reproduction, Acceptance criteria, Release evidence

Projects

Lead import regression pack

- Prepared synthetic CSV imports covering duplicate email addresses, missing required fields and invalid owner references.
- Checked accepted and rejected records against expected results and confirmed that failed rows could be corrected and resubmitted without duplicate leads.

Fictional sample from ResumeGuru. Names, employers and achievements are illustrative.
www.resumeguru.ai/resume-samples/salesforce-tester-resume-sample