

Aarthi Devaraj

London • +44 7391116363 • daarthi11@gmail.com

PROFESSIONAL SUMMARY

Goal oriented Software Testing Professional with 10 years of experience in delivering high-quality software through comprehensive manual and automated testing. Proficient in testing **.NET web applications, Java-based mobile applications, and Salesforce platforms**, including Sales Cloud, Service Cloud, Field Service Lightning (FSL), and Experience Cloud. Skilled in **Agile methodologies**, working closely with cross-functional teams to ensure business alignment and timely delivery of robust solutions. Recognized for strong leadership in **managing and mentoring QA teams**, driving productivity, and maintaining adherence to quality standards. Expertise spans **test planning, test case design and execution, defect management, and process improvement** across SDLC and STLC.

SKILL SET SUMMARY

Agile Methodology	Customer Service	Experience Cloud	Field Service Lightning	Java
MS office Suite	Postman (API Testing)	Product Support	Scrum ceremonies	Recruiting
Sales Cloud	Service Cloud	Team Leadership	Test Documentation	Waterfall
Test Strategy	Salesforce Dashboard	Salesforce Report	Web & Mobile Testing	Test Planning
Testing Methodology	Defect Management	Stakeholder Management	Scrum	

Tools & Technologies:

AWS (S3, Lambda)	Azure DevOps	HP ALM/Quality Center	JIRA
JMeter	Jenkins	Lambda Test	Maven
MS Teams	Oracle CCB	Selenium Web Driver	Data Loader
Import Wizard	Workbench	Inspector	Provar
SOQL	SQL (CRUD)	TestNG	Xray

Domain knowledge:

Energy and Utilities	Enterprise Applications	HR & Administration	Finance
Insurance	Payroll	Recruitment	Banking

CERTIFICATIONS

Salesforce Administrator
Salesforce Platform App Builder

WORK EXPERIENCE

Accenture Technology

Bangalore • India

Team Lead • Full-time

05/2021 - 04/2025

Key Projects: Thames Water, Scottish Power Energy Networks (SPEN), St. James's Palace (SJP)

- Directed a team of 3+ testers, optimizing workflows and implementing best practices, resulting in a 30% increase in testing efficiency within 3 months.

- Spearheaded test management activities, root cause analysis, enhancing coverage across functional, regression, integration, and UAT phases, leading to a 25% reduction in defect leakage within 4 months.
- Performed cross-browser testing on Chrome, Firefox, and Safari to validate application compatibility and ensure consistent user experience across multiple environments.
- Performed manual testing of mobile applications on iOS and Android platforms, ensuring functionality across real devices and simulators/emulators.
- Experienced in diverse testing methodologies including functional, integration, regression, usability, UI/UX, smoke, sanity, and end-to-end testing.
- Facilitated product walkthroughs and UAT sessions, ensuring clarity, transparency, and smooth stakeholder sign-off.
- Enhanced automation frameworks by improving regression test suite efficiency.
- Provided mentorship onboarding support and mentorship to junior QA engineers, boosting productivity, shortening learning curves, and enhancing overall test quality across projects.
- Actively participated in Agile ceremonies including stand-ups, sprint planning, backlog refinement, and retrospectives to support iterative delivery.
- Prepared comprehensive test reports, dashboards, and defect metrics, enabling stakeholders to make informed release decisions.
- Conducted pre-deployment build validation in staging and production to minimize release risks and ensure smooth go-live.

Cognizant Technology Solutions

Chennai • India

Associate • Full-time

10/2019 - 04/2021

Key Project: Bord Gais Energy (BGE)

- Validated Salesforce integrations with third-party applications through API testing using Postman, ensuring seamless interoperability.
- Performed testing on Oracle CCB (Customer Care & Billing) applications, validating billing processes, account management, and compliance requirements.
- Executed smoke, sanity, functional, regression, integration, UX/UI and end-to-end testing across Salesforce, AWS and Oracle CCB systems to ensure seamless interoperability.
- Validated AWS services (S3, Lambda) for configurations, security, and performance.
- Documented and tracked test results and defects in Azure DevOps, delivering actionable insights to stakeholders to support informed decision-making.
- Collaborated with cross-functional teams in Agile/Scrum sprints to ensure timely defect closure and alignment with business objectives.

Preludesys India Ltd

Chennai • India

Test Engineer • Full-time

08/2017 - 09/2019

Key Projects: American Technologies Inc, Jet pay, Reputation, Demand Blue, Lereta

- Conducted thorough testing of Salesforce workflows, configurations, and reports, ensuring seamless process automation and compliance with business needs.
- Designed test strategies, plans, and effort estimations for end-to-end Salesforce implementations, supporting successful project delivery.
- Conducted API testing of Salesforce REST services with Postman (JSON validation, error handling).
- Developed automation scripts in Java, Selenium WebDriver, TestNG, implementing smoke and regression scenarios.
- Maintained automation frameworks with Maven and GitHub, supporting CI/CD readiness.
- Performed data validation with SOQL queries, confirming data integrity and completeness after migration activities.
- Executed Functional, Regression, SIT, and UAT testing for Salesforce Sales Cloud, Service Cloud, and custom

applications to ensure end-to-end quality.

- Prepared and monitored detailed test plans, cases, and summary reports, ensuring traceability and clear stakeholder communication.
- Conducted performance and load testing using JMeter to validate system stability and responsiveness under varying workloads.
- Detected and resolved a critical API data mismatch prior to release, preventing potential business disruptions and ensuring data accuracy.

Checktronix India Pvt Ltd

Quality Assurance • Full-time

Key Project: Jobs4Jersey

Chennai • India

05/2015 - 09/2017

- Designed and executed manual test cases using HP ALM/Quality Centre based on business requirements.
- Performed smoke, regression, backend, and functional testing, identifying critical defects before release.
- Logged, tracked, and verified defects in JIRA, collaborating with developers for resolution.
- Conducted cross-browser/device testing (Chrome, Firefox, Safari, Mobile).
- Executed basic SQL queries for backend data validation and test preparation.

EDUCATION

BE (CSE) • Mahendra Engineering College • Namakkal • GPA: 87.2% • 01/2014

HSLC • Krishnaswamy Memorial Matric. Hr. Sec. School • Cuddalore • GPA: 83.9% • 01/2010

X (10th) • St. Dominic Savio Matriculation Hr. Sec. School • Cuddalore • GPA: 87.2% • 01/2008

PERSONAL INFORMATION

UK Visa Type: Tier 2 General Dependent

Languages: English, Tamil

