

NAVEEN KUMAR PASUPULETI

Salesforce QA Engineer | Sales Cloud • Service Cloud • Case Management

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PROFESSIONAL SUMMARY

Salesforce QA Engineer with 5 years 4 months of experience testing business logic across Sales Cloud and Service Cloud, specializing in Case Management, Service Request (SR) workflows, approval/BPM automation, and platform integrations. Proven record validating record-type-driven page logic, notification automation, and SIT/UAT cycles on a large enterprise property management platform. Combines strong manual QA with Playwright/Selenium-based automation, SOQL, and REST API testing to support Agile delivery.

CORE SKILLS

Salesforce Platform: Sales Cloud, Service Cloud, Case Management, Financial Services Cloud, OmniStudio (OmniScripts), Lightning Web Components (LWC), HexaBPM, Salesforce Developer Console, Data Loader, Salesforce Inspector

Automation & Testing: Playwright, Selenium WebDriver, WebDriverIO, Postman, REST API Testing, MuleSoft, Functional/Regression/System/E2E Testing, Smoke, Sanity, SIT, UAT

Programming & Data: JavaScript, TypeScript, Core Java, SQL, SOQL, HTML, CSS

Tools: Git, GitHub, GitHub Actions, Docker, JIRA, Confluence, QTest, VS Code, Eclipse

PROFESSIONAL EXPERIENCE

SDET | *TestVagrant Technologies*

Jul 2025 – Present

- Lead QA for a Salesforce-based real estate platform, validating Sales Cloud and Service Cloud business logic across Case Management, Service Requests, and approval workflows.
- Reduced production defects by approximately 40% and improved release velocity through rigorous functional testing of Salesforce integrations and custom configurations.
- Built and maintain a Playwright automation framework covering 15+ Salesforce modules, cutting manual regression effort.

Consultant | *Capgemini*

Jan 2023 – Jun 2025

- Delivered functional testing across Salesforce CRM applications, validating core platform features, custom objects, and user permission models.
- Designed an integration testing strategy using Postman and MuleSoft for Salesforce REST APIs, reducing integration defects by approximately 55%.
- Owned the defect lifecycle in JIRA and delivered Salesforce QA training programs for engineers new to the platform.

Associate Consultant | *Capgemini*

May 2021 – Dec 2022

- Designed and executed functional, regression, and smoke suites for Salesforce Sales Cloud, achieving a 95%+ defect detection rate.
- Partnered with developers on quality gates for declarative vs. programmatic customizations, reducing escaped defects by approximately 45%.
- Coordinated UAT across 12+ production releases.

KEY PROJECTS

Aldar Properties | *Salesforce QA Consultant*

Aug 2025 – Present

- Own end-to-end functional and regression testing of Case Management business logic in Service Cloud — case creation, case routing and auto-assignment, duplicate case validation, and queue-based case transfer — spanning 160+ Jira-tracked Case-related stories, bugs, and test executions.
- Validate Service Request (SR) business logic for record-type-specific flows (e.g., off-plan property transfer) — page layout and mandatory field rules, digital signature step validation, and approval logic (fee waiver/discount and CM fee approvals) — driving 60+ defects to resolution.
- Execute SIT/UAT test cycles (80+ Test Execution cycles logged) for Salesforce automation including SLA-based notification flows, follow-up scheduling, Key Account Representative alerts, and Salesforce-to-mobile push notifications for the Live Aldar app.

- Test Salesforce integrations with MuleSoft and the DARI system, and validate a SOQL-based Transaction Security Policy restricting unauthorized data access.
- Refactored a Playwright/TypeScript automation framework — shared helper libraries, an orchestrator pattern, API-based test data services, and centralized field definitions.
- Coach and train a 5-member QA team with no prior Salesforce experience on SOQL, integration validation, and REST API testing.

CMOS – Complaint Management Operating System (ANZ Bank) | *Salesforce QA Engineer*

Sep 2021 – Jun 2025

- Tested the CMOS Salesforce application for ANZ Bank, centralizing case management and validating workflows across Service Cloud and Financial Services Cloud.
- Validated Case and Task creation, including queue assignment logic and Knowledge Base integrations.
- Conducted functional testing of OmniStudio implementations, including OmniScript-driven Case Creation and Closure forms with conditional branching.
- Verified omnichannel support features end-to-end, including in-app notifications, Email-to-Case, and Web-to-Case.

CERTIFICATIONS

Salesforce Certified Associate • Salesforce Certified Platform Developer I • Salesforce Certified Platform Developer II • Salesforce Certified AI Associate

EDUCATION

Bachelor of Technology, Electronics & Communication Engineering — Jawaharlal Nehru Technological University, Anantapur (Aug 2014 – May 2018)

Intermediate, MPC — Sri Sai Junior College, Kavali (Jun 2012 – May 2014)

LANGUAGES

Telugu (Native) | English (Professional) | Hindi (Limited Working)