SUKALYANI BEHERA

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PROFESSIONAL SUMMARY

- Salesforce & nCino Test Engineer with 8 years experience in banking Domain delivering 99% defect-free releases across CRM and commercial lending platforms.
- Expert in **Salesforce CRM** QA—including functional, integration, and security (profiles/roles/OWD/FLS) testing, regression, UAT, smoke, and system testing and hands-on expertise in Sales Cloud (Classic & Lightning).
- **nCino experienced professional** with hands-on experience in the full commercial lending lifecycle, subject-matter expert in Document Manager and loan booking, proficient with IRR/EDR, HotDocs, and Loan IQ, and adept at loan maintenance activities, including renewals and modifications.
- Led team of 7 Analysts to deliver time bound releases with high quality standards and stakeholder satisfaction.
- Working knowledge of Salesforce development and Deployment concepts.

CORE SKILLS & TECHNOLOGIES

- **Salesforce CRM Platform:** Standard/Custom Objects, Profiles, Roles, Permission Sets, Workflow Rules, Validation Rules, Approval Processes, Triggers, Process Builder/Automation, Reports & Dashboards, Accounts, Contacts, Opportunities, Cases, and Campaigns,app exchange with Classic & Lightning platform.
- **nCino & Commercial Lending:** Loans, Collateral, Covenant, Lien, SME in Document Manager and nCino End-to-end loan booking, loan life cycle with maintenance (renewals, modifications), exposited in IRR, EDR, HotDocs, Loan IQ.
- **Testing & QA:** Functional, Integration, Security (Profiles/Roles/OWD/FLS), Regression, UAT, Smoke, Sanity, System Testing, End-to-End Testing, Negative Testing, Code Coverage Testing, Inflight Testing.
- **Tools & Technologies**: JIRA, HP-ALM, Postman, SoapUI, Bitbucket, Copado, Loan IQ, HotDocs, IRR, EDR.
- **Programming & Methodologies:** Apex, SOQL, Agile (Scrum), SDLC/STLC waterfall
- **Delivery & Leadership:** Team Mentoring, Test Strategy Planning, Release Sign-off.

EXPERIENCE

Senior Software Engineer – QA Lead **June 2022-April 2025**

Accenture (Client: Leading U.S. Bank)
Project-Customization of loan process

- Led QA efforts for multiple Salesforce and nCino applications, serving as SME and primary POC.
- Executed test plans for Salesforce workflows, Apex triggers, custom objects, profile/security validations.
- Conducted system integration testing across nCino modules, including Loan Processing, Document Manager and Collateral Management.
- Streamlined E2E loan lifecycle testing by integrating third-party tools such as Loan IQ, HotDocs and EDR.
- Oversaw routine sanity and integrated application testing for each build deployment to QA, ensuring seamless functionality and system stability.

- Developed testing strategy documentation, test Scenarios ,Test plans, test cases and test data and executed sanity, smoke, shakeout, Regression and UAT testing cycles across QA environments.
- Identified design gaps during regression cycles in collaboration with Business Analyst and Product Owners.
- Mentored QA team members and supported training initiatives on Salesforce and nCino best practices.

Software Engineer – QA Analyst **January2020-June2022**
Accenture (Client: Leading U.S. Bank)

- Analyzed Functional Requirement Documents (FRDs), created test scenarios and traceability matrices for nCino-Salesforce integrations.
- Logged 150+ defects in JIRA and ALM Quality Assurance Centre, increasing sprint coverage accuracy.
- Coordinated with developers, BAs, and POs in defect triage and UAT readiness.
- Processed loan transactions and verified data consistency in Loan IQ of the loan lifecycle.
- Created and tested HotDocs templates to generate legal documentation and disclosures.
- Delivered sprint demos and contributed to UAT success rate by proactively validating edge cases.
- Supported quality reporting with documentation of testing progress, risks, and recommendations.

Associate Software Engineer - QA Tester **January 2017-December 2019**
Accenture (Client: Leading U.S. Bank)

- Participated in blueprint story analysis, sprint planning, and requirement breakdown.
- Created test plans and executed test cases for Salesforce and nCino loan lifecycle testing.
- Supported functional and integration testing from loan origination to closure, renewal, and modification.
- Worked closely with senior QA analysts to ensure adherence to compliance and regulatory test criteria.
- Provided QA sign-off support by ensuring complete coverage of acceptance criteria and traceability.
- Participated in retrospectives, story estimations, and internal knowledge sharing sessions.
- Collaborated with developers to reproduce defects and improve issue turnaround times.
- Documented testing results and maintained clear logs for audit and process reviews.

EDUCATION

Bachelor of Science (Information Technology & Management**)** **Class of 2016**
Ravenshaw University, Cuttack, India