

BHARAT GOYAL

Quality Assurance Engineer | Manual, API & Salesforce QA

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PROFESSIONAL SUMMARY

QA Engineer with 4 years of experience in manual testing, API testing (Postman), and Salesforce QA (Sales Cloud), working within Agile/Scrum teams. Comfortable owning the full QA cycle within a sprint - reviewing tickets, estimating story points with developers, designing test cases, and running exploratory testing to catch critical gaps that AI-generated test cases miss. Known for quickly understanding new domains and tech stacks (Salesforce, Laravel, Vue.js, Shopify, BigCommerce, WordPress) so requirements are locked down early and rework is minimized. Experience spans e-commerce, education, food-service, and nutrition-software products, with a track record of leading junior QA engineers and managing day-to-day client communication over JIRA.

CORE SKILLS

- **Testing:** Manual Testing, API Testing (Postman), Exploratory Testing, Regression Testing, Smoke Testing, Cross-Browser Testing, Mobile Testing (iOS/Android via BrowserStack)
- **Salesforce QA:** Sales Cloud testing, permission-set based testing, release smoke testing, QA/UAT org regression
- **Process & Tools:** Agile/Scrum, Sprint Planning, Story Point Estimation, JIRA, SDLC, STLC, Bug Life Cycle, Test Case Design, Defect Tracking
- **Technical:** SQL Server, Selenium WebDriver (Basic), OOP Concepts, Postman
- **Platforms & Tech Stacks:** Salesforce, PHP (Laravel), Vue.js, Filament CMS, Shopify, BigCommerce, WordPress

PROFESSIONAL EXPERIENCE

Quality Analyst | Digidoer Pvt. Ltd., Jaipur Feb 2023 - Present

- Work within an Agile/Scrum team - review tickets after the morning sprint, discuss scope with developers, agree on story points, and prioritize the day's testing work.
- Perform manual and API testing (Postman) across web and mobile applications for clients in e-commerce, education, food-service, and nutrition-software domains.
- Own Salesforce QA on Sales Cloud implementations - test case creation and execution across multiple profiles/permission sets, smoke testing on every package release, and regression testing across QA and UAT orgs.
- Run exploratory testing to validate and extend AI-generated test cases, ensuring critical scenarios that automated generation misses are still caught before release.
- Assign and review test cases for junior QA engineers, mentoring them on coverage and edge-case thinking.
- Drive requirement clarity before development starts by quickly getting up to speed on new domains/products, reducing last-minute rework for the team.
- Own client communication - prepare daily status updates and log queries/comments directly on JIRA tickets for full traceability.
- Adapted testing approach across varied tech stacks including Salesforce, Laravel (PHP), Vue.js, Filament CMS, Shopify, BigCommerce, and WordPress.

QA Engineer - Intern | Metacube Softwares Pvt. Ltd., Jaipur Sep 2022 - Jan 2023

- Supported manual and functional testing for client applications, including test case design and defect logging.
- Built foundational knowledge of STLC, the bug life cycle, and QA best practices on live client projects.

KEY PROJECTS

- **NutriStudent K-12:** Joined mid-phase to clarify requirements and resolve client issues; designed edge-case test scenarios and identified a critical nutrient-calculation bug, recognized by the CEO.
- **Solar Sales App:** Ran Postman API testing and cross-platform UI testing on iOS/Android; received client appreciation for a smooth, user-centric experience.
- **Salesforce QA - Ring DNA, Epicore, Sage Clarity:** Executed test cases across multiple orgs/profiles/permission sets, cross-browser and QA/UAT regression testing, plus UI/UX enhancement suggestions.

CERTIFICATIONS

- Salesforce Certified Associate - Salesforce, May 2023

EARLIER EXPERIENCE

Operations Manager | Symphonia & Graphicus, Jaipur Sep 2021 - May 2022

- Managed day-to-day operations, coordinating teams and vendors to keep projects on schedule.

Structural Engineer | Horizon Infradesigns Pvt. Ltd., Jaipur Apr 2017 - Aug 2021

- Delivered structural design and analysis for client projects over a 4+ year tenure, building documentation and process discipline later carried into QA.

EDUCATION

- **B.Tech, Civil Engineering** - Rajasthan Technical University, 2016 (77.71%)
- **Senior Secondary (12th), RBSE** - Central Academy, Bharatpur, 2011 (78.15%)