Pearl Christie

Salesforce QA Lead | Senior QA Analyst | Manual Testing | UAT | Agile Tester
12+ Years QA | Salesforce & Enterprise Systems | 7x Salesforce Certified | ISTQB |
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Professional Summary

Senior QA Analyst and Salesforce QA Lead with over 12 years of experience delivering high-quality solutions across Salesforce and enterprise systems. Experienced in manual testing, UAT leadership, exploratory testing, and Agile QA practices. Proven track record in testing Salesforce platforms including Sales Cloud, Service Cloud, Experience Cloud, and FinancialForce. Skilled at translating business requirements into test strategies, leading QA teams, and collaborating with SDETs on automation using Provar, Cypress, and Selenium. Known for building QA Centers of Excellence, mentoring QA professionals, and improving team delivery through shift-left testing. Strong knowledge of SQL, SOQL, Jira, TestRail, and Postman with foundational programming awareness in Java and JavaScript.

Technical Skills

• Manual Testing: Functional, exploratory, regression, UAT planning and execution
• Salesforce Platforms: Sales Cloud, Service Cloud, Experience Cloud, FinancialForce, Lightning, Classic
• QA Tools: TestRail, Jira, Confluence, Visio, Salesforce Workbench, Postman
• Automation Tools (collaborative exposure): Provar, Cypress, Selenium WebDriver, Cucumber, Gherkin
• Programming Knowledge: Java, JavaScript, SQL, SOQL (via GitHub practice projects)
• Agile & Collaboration: Sprint planning, backlog refinement, QA story scoping, shift-left QA coaching

Certifications & Education

• Salesforce Certified (7x) – Administrator, Business Analyst, AI Associate, Platform App Builder, Sales Cloud Consultant, Service Cloud Consultant, Data Cloud Consultant
• ISTQB Certified Agile Technical Tester
• SAFe Scrum Master – Scaled Agile Framework
• AWS Certified Cloud Practitioner
• MBA – Texas A&M University–Commerce
• B.S. in Computer Science – University of Houston–Victoria

Professional Experience

Salesforce QA Lead & QA Analyst
Unify Consulting @ Amazon GREF | Jan 2022 – Aug 2024

Project Summary: Led QA strategy and manual testing for global Salesforce initiatives across Amazon's real estate division. Supported delivery of Sales Cloud and Experience Cloud solutions, while managing test coverage, automation collaboration, and stakeholder readiness.

• Actively tested end-to-end Salesforce workflows including onboarding portals, finance processes, and real estate program compliance tracking.
• Managed 3 SDETs and supported page object model (POM) design for a Cypress test automation framework used in proof-of-concept GitHub testing initiatives.
• Spearheaded a QA Center of Excellence to standardize test planning, templates, and QA best practices, improving QA onboarding and alignment.
• Collaborated with SDETs and dev leads to scope Provar automation that replaced 100+ manual test cases and saved 40+ hours per sprint.
• Facilitated global UAT cycles across AMER, EMEA, and APAC, gathering feedback, resolving defects, and ensuring MVP readiness.
• Lightly supported Agile BA efforts by refining user stories, identifying testable edge cases, and clarifying business requirements.

Salesforce QA Engineer (Promoted to Principal Salesforce QA Engineer)
American Red Cross | Nov 2020 – Jan 2022

Project Summary: QA lead for Salesforce-based CRM enhancements and platform optimizations. Partnered with cross-functional teams to validate Salesforce workflows for donor and volunteer services.

• Performed functional, regression, and exploratory testing across Salesforce features supporting critical user workflows.
• Developed and executed a Provar automation proof-of-concept with 10 test cases, resulting in executive approval for automation scaling.
• Delivered a 4-part QA coaching series to educate development teams on shift-left testing and defect prevention strategies.
• Created documentation and user guides for over 90 Salesforce users, supporting training and go-live preparation.

Salesforce QA Analyst
Mainline Information Systems (Contract at American Red Cross) | Aug 2020 – Nov 2020

Project Summary: Supported Salesforce CRM Lightning migration during enterprise transition, ensuring successful rollout and data reliability.

• Executed full-cycle functional testing for CRM workflows and data transitions across teams.
• Validated post-migration field mapping, user permissions, and Salesforce object relationships.
• Collaborated with developers to verify defect resolution, reducing post-launch issues by 30%.

Salesforce QA Analyst (Hybrid QA/BA)
Contemporary Staffing (Contract at W.L. Gore & Associates) | Aug 2019 – Apr 2020

Project Summary: QA and BA support for Salesforce Sales Cloud enhancements used across sales and operations teams.

• Conducted regression and integration testing for Salesforce Sales Cloud, DocuSign and Experience Cloud systems for Business-to-Business & Business-to-Commerce public-facing stores.
• Performed root cause analysis on sales data issues, improving conversion rates by 80%.
• Provided user-centered QA/BA feedback to improve experiences in live Salesforce portals.

Salesforce QA Lead / UAT Lead
Robert Half (Contract at Sunnova Energy) | Apr 2019 – Jul 2019

Project Summary: QA and UAT lead for a FinancialForce automation rollout supporting finance workflows and reporting.

• Led successful UAT planning and execution in 4 months for a $300k project with 15+ business stakeholders across finance and IT which resulted in stakeholder approval and project completion
• Validated SOQL queries, reporting accuracy, and financial records within Salesforce and Workbench.
• Reduced post-deployment issues by 75% by ensuring detailed coverage of test scenarios.
• Collaborated on defining acceptance criteria and MVP test readiness for FinancialForce.
• Earned internal recognition from project manager for successful UAT leadership and stakeholder engagement.

Salesforce QA Analyst
HSF Affiliates LLC | Nov 2016 – Apr 2019

Project Summary: QA lead for Salesforce CRM implementation and real estate awards management system used by franchise offices nationwide.

• Led manual testing during a $330K Salesforce CRM implementation, validating key workflows and data accuracy across multiple phases.
• Conducted regression and UAT testing for custom awards logic, ensuring business rule accuracy and franchise alignment.

• Created test cases, identified bugs, and worked with developers to ensure readiness for each production release.
• Presented functionality demos to stakeholders, helping secure approvals and business satisfaction.

Salesforce QA Analyst
Connective Talent (Contract at HSF Affiliates) | Apr 2016 – Nov 2016

Project Summary: QA support for awards eligibility enhancements and CRM updates within Salesforce.

• Performed manual functional and regression testing on Salesforce updates for real estate operations.
• Worked with business users to clarify requirements and validate expected functionality.
• Tested new Salesforce workflows related to franchise awards criteria and eligibility tracking.

Software QA Engineer
Halliburton | May 2014 – Feb 2016

Project Summary: QA engineer for SCADA-based oilfield systems ensuring operational stability and global data accuracy.

• Executed functional and regression testing on SCADA software and automation interfaces.
• Built reusable test libraries and checklists that reduced critical defects by 70%.
• Collaborated with cross-functional teams to ensure systems met business and technical needs.
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• Collaborated with the offshore QA Lead to strategize test process improvements that were later documented and implemented by the offshore QA team in India.

CygNet Support Analyst
Weatherford | Jun 2012 – Dec 2013

Project Summary: Supported CygNet SCADA users and provided QA-driven analysis of technical issues for oil and gas clients.

• Delivered front-line support for 100+ client installations using SCADA software.
• Escalated and documented critical software bugs for dev team triage and resolution.
• Helped improve long-term system performance through client feedback analysis.

Robotics UX Design Intern
NASA Johnson Space Center | Aug 2011 – Dec 2011

Project Summary: Designed astronaut training interfaces for robotic simulation modules.

• Designed wireframes and UI components for robotics simulation training applications.
• Improved user experience through iterative feedback and prototyping sessions with NASA teams.
• Supported team in aligning interface design with simulation goals and astronaut usability.