Mohamed Imran, MBA

Salesforce Consultant & QA Engineer | Flow | CPQ | Agentforce | Test Automation | 11x Salesforce Certified

New York, NY (Remote) | mohamedimran.munas@gmail.com | linkedin.com/in/mohamedmunas

PROFESSIONAL SUMMARY

Salesforce Consultant and QA Engineer with 10+ years across Salesforce administration, Flow automation, CPQ, and test automation. Delivers Salesforce solutions across SaaS, financial services, hospitality, childcare, and U.S. Federal clients, in regulated, compliance-first environments.

CORE SKILLS

Salesforce QA & Testing: Test Planning, Functional Testing, Regression Testing, Integration Testing, Smoke Testing, UAT, Defect Triage, Requirement Traceability, SOQL Data Validation, Flow Debugging

Test Automation: Copado Robotic Testing, Copado AI, Selenium WebDriver, Java, TestNG, Cucumber, Maven, Page Object Model, Jira, Xray, Jenkins, Postman, RestAssured, CI/CD

Salesforce Platform: Sales Cloud, Service Cloud, Experience Cloud, Public Sector Solutions, Salesforce CPQ, Revenue Cloud, Agentforce, Einstein AI, Data 360, Prompt Builder

Automation & Integration: Record-Triggered Flow, Screen Flow, Scheduled Flow, Flow Orchestrator, Platform Events, Approval Processes, Process Builder to Flow Migration, REST/SOAP APIs, External Services, Workday Integration, SOQL, Apex, Data Loader

Security & Delivery: Profiles, Permission Sets, OWD, Sharing Rules, Role Hierarchy, Gearset, Copado, Salesforce DX, Git, Release Management, Agile/Scrum, ServiceNow

PROFESSIONAL EXPERIENCE

Salesforce QA Engineer / Consultant II | Guidehouse — Apr 2026 – Present

- Lead end-to-end Salesforce QA cycles (functional, regression, UAT, defect triage) across Agile/Scrum sprints for enterprise and U.S. Federal clients.
- Develop and execute Salesforce test plans with Copado Robotic Testing, reducing post-release defects by 30%.
- Perform SOQL data validation and Flow debugging to find logic gaps before deployment; support Gearset CI/CD deployments.
- Configure Record-Triggered Flows, Screen Flows, Approval Processes, and custom objects aligned to compliance requirements; configure Agentforce agents for case routing.

Senior Salesforce Administrator / Consultant, GTM Systems | OneTrust (Contract) — Aug 2025 – Dec 2025

- Owned Salesforce CPQ and Go-To-Market system operations for 1,500+ users; automated Quote-to-Bill (pricing rules, discount schedules, approvals, contract generation), cutting manual quoting steps 30% at 99.9% uptime.
- Integrated Salesforce with Workday via REST APIs; held 99.9% accuracy across 50,000+ records; built 100+ reports and Lightning dashboards.
- Built Record-Triggered and Screen Flows; ran Tier 1/Tier 2 support (15% faster resolution); led Jira sprints and Gearset deployments.

Salesforce Administrator | KinderCare Learning Companies (Contract) — Jan 2023 – Jun 2025

- Redesigned the security model (role hierarchy, OWD, sharing rules, profiles, permission sets) for 1,500+ users at 99.9% uptime.
- Built Flow Builder approvals and assignment automation (30% less manual effort); migrated Process Builder to Flow; applied Einstein AI to case triage (15% faster resolution).
- Governed 50,000+ records at 99.9% accuracy; built 100+ reports and dashboards; improved Omni-Channel and CTI case management 20%.

Salesforce Administrator | American Express (Contract) — Nov 2021 – Aug 2022

- Led Classic-to-Lightning migration for 500+ users; 15+ production deployments with zero downtime; built 50+ custom objects, fields, and validation rules (20% better data accuracy).
- Created 20+ Flow Builder and Process Builder automations, cutting manual effort 30% and saving 200+ hours a year; ran 8 release cycles with UAT.

Salesforce Administrator | SSP America — Jul 2019 – Aug 2020

- Administered 200+ users; configured 30+ custom objects; ran 50+ bulk data operations at 99.9% accuracy.

QA Automation Engineer | SSP America — Jan 2015 – Jul 2019

- Built a Selenium WebDriver and Java Page Object Model framework: +40% test coverage, 50% faster execution; Jenkins CI/CD integration (30% faster feedback).
- Ran REST API testing (Postman, RestAssured; 35% better backend reliability) and cross-browser testing across four browsers.

CERTIFICATIONS

Salesforce Certified: Platform Administrator, Platform Administrator II, Platform App Builder, Platform Developer, Marketing Cloud Administrator, Platform Foundations, AI Associate, Sales Cloud Consultant, Service Cloud Consultant, Agentforce Specialist, Data 360 Consultant | ISQI Certified Selenium Tester | Xray User Certification for Cloud | Copado Robotic Testing | Trailhead All-Star Ranger

EDUCATION

MBA, University of Gloucestershire | BS, Computer Science and Networking, IIC University of Technology