# Jocelyn DISSOK

Business Analyst (AMOA) / QA & Test Automation Expert

+33 6 95 91 81 28 · dissok@yahoo.fr · Salesforce Trailhead: Five Star Ranger

## TECHNICAL SKILLS

**Methods**
UML, MERISE, MVC, Agile

**Testing tools**
Quality Center, Squash, Mantis, JIRA / Xray, Selenium IDE, Butterfly, ActiveMQ

**Test frameworks**
JUnit 5, Selenium WebDriver, Cucumber, Postman, SonarCloud, JaCoCo, Surefire, Spring, Cypress, Playwright

**Programming languages**
Java, SQL, HTML5, CSS3, Matlab, LaTeX

**Software**
MS Office, Sales & Service Cloud, Heroku, Confluence, Teams, Slack, FileZilla, Docker

## SALESFORCE — TRAILHEAD

- Rank: Four Star Ranger
- Superbadge: Business Administration Specialist
- 5 NPSP badges — verifiable on public Trailblazer profile

## LANGUAGES

- English: intermediate B1 (LILATE test, 2024)
- French: native

## EDUCATION & CERTIFICATIONS

- 2021 — RNCP Level 6 qualification "Software Designer-Developer" (Salesforce specialisation)
- 2021 — Salesforce Platform Developer I (DEV 401)
- 2018 — Salesforce Sales Cloud Consultant (CRT 251)
- 2018 — Salesforce Platform App Builder (DEV 402)
- 2018 — Salesforce Administrator (ADM 201)
- 2017 — Introduction to OOP in Java — EPFL / Coursera
- 2016 — Professional Scrum Master I (SQLI Institute)
- 2016 — ITIL Foundation · Prince2 Foundation
- 2015 — ISTQB Foundation & Advanced — Test Manager
- 2014 — M.Sc. (M2) Statistical Engineering & Computer Science for Finance, Insurance and Risk — Université Paris Diderot
- 2013 — M.Sc. (M2) Mathematical Engineering & Modelling — Aix-Marseille Université

## PROFILE

Business analysis (AMOA) consultant and QA expert with more than 10 years' experience on the information systems of major accounts (SNCF, Enedis, Disneyland Paris, Caisse des Dépôts, Opco EP…). Salesforce-certified (Administrator, Platform Developer I, App Builder, Sales Cloud Consultant) and Four Star Ranger on Trailhead, I lead end-to-end testing as well as Salesforce administration and configuration, with a solid grounding in SAP migrations (ECC6, S/4HANA). Rigour, analytical thinking and strong interpersonal skills in the service of software quality.

## AREAS OF EXPERTISE

**Testing & QA —** defining the test strategy, writing acceptance test plans and reports, executing test cases, defect management, REST API testing, E2E and API test automation (Cypress, Docker), project organisation and team supervision.

**Salesforce —** application deployment, data import/export, administration (users, roles, profiles, objects & fields, permission sets, validation rules…), configuration (workflow, process builder, triggers), integrations (Outlook / Gmail / Pardot / DocuSign / NPSP), good working knowledge of Apex.

## PROFESSIONAL EXPERIENCE

**Opco EP (formerly Agefos PME)** 04/2024 – 10/2026

*QA & Test Automation Expert / Sales Cloud Administrator (Salesforce)*

- Assessment of the existing system and effort estimation for enhancements to Opco EP's flagship application.
- Process analysis, requirements gathering, business workshops and writing of functional specifications / user stories (Confluence).
- Salesforce configuration (objects, fields, flows, permissions), writing of acceptance test plans and test execution (Jira / Xray).
- Facilitation of daily stand-ups and retrospective meetings.
- Set-up of release-tracking metrics and writing of UAT assessment reports.
- Automation of end-to-end (E2E) and API tests with Cypress, run in containerised Docker environments (continuous integration).

**NTN-SNR — Annecy** 10/2023 – 04/2024

*Test Lead / SAP ECC6 testing — Migration HP ALM → Azure DevOps*

- Assessment of the existing system and scoping of the types and volumes of records to migrate.
- Preparation of the environments, tools and items required for the migration.
- Migration and support for setting up a test project (Test Plan module).

**Disneyland Paris** 04/2023 – 10/2023

*Finance Project Lead — Business & Financial Systems: Migration SAP ECC6 → S/4HANA*

- Key point of contact for the Finance workstream and responsible for budget tracking (internal & external).
- Designer of the overall end-to-end test matrix.
- Verification of E2E flows through the SAP FI-AR module (accounts receivable); weekly monitoring of the technical and business instances.

**Kingfisher — Brico Dépôt** 05/2022 – 04/2023

*Cross-functional UAT Coordinator: Migration SAP ECC6 → S/4HANA*

- Accountable for the execution and overall monitoring of UAT across all streams (Finance, Supply Chain…).
- Management of defect handling (leading review meetings, tracking file) and daily reporting.
- Training of all business stakeholders on Micro-Focus ALM 15.01.
- Automation of end-to-end (E2E) and API tests with Playwright.

**SNCF** 05/2020 – 05/2022

*Test Lead / Native Service Cloud application (Salesforce)*

- Preparation of test datasets and certification of ticket-sales channels.
- Sales testing on station tools (Mosaïque, BLS), GDS (Amadeus, Sabre, Travelport) and Concur (SAP).
- Analysis of customer queries and delivery of appropriate responses in Salesforce.

**Agefos PME / Caisse des Dépôts (CDC)** 01/2018 – 05/2020

*Business Analyst (AMOA) / Sales Cloud administration & approval (Salesforce)*

- Migration from Salesforce Classic to Lightning Experience; functional administration (accounts, roles, profiles, permission sets, queues).
- Self-taught configuration: flows, validation rules, workflow, process builder.
- Definition of the test plan, change testing (HP ALM), defect management (Jira) and batch invoice processing (Qualiac).
- Liaison with the technical delivery (MOE) and business (MOA) teams and with the CDC.

**Enedis (formerly ERDF)** 06/2016 – 12/2017

*Business Analyst (AMOA) — LINKY project*

- Framing workshops (writing and analysis of technical deployment documents, CTD), review of use cases and detailed cross-functional process flows.
- Definition of the business acceptance strategy (administration / supervision of the IP metering devices) and support for end-to-end testing.
- Writing of acceptance test plans and reports, execution of test cases (HP QC ALM).
- Point of contact for the “Supervision” lead (Lyon plants) and training of the support team.