**Location:**

Bangalore, Karnataka

Contact

**Phone:** +91 949-112-6111

**Email:** [jagadishbodela@gmail.com](mailto:jagadishbodela@gmail.com)

**LinkedIn:** <https://www.linkedin.com/in/jagadish-reddy-05586012/>

Work Experience

* Capgemini Technologies India Services Limited: Feb 2020 – Till Date
* ForcePoint Software India Pvt Ltd: Jun 2019 - Jan 2020
* Ivy Mobility Solutions Pvt Ltd: May 2018 – June 2019
* Evry India Pvt Ltd: Feb 2017 to Apr 2018
* FireEye Cybersecurity Pvt Ltd: Nov 2014 – Oct 2016
* VMWare India Pvt Ltd: Jan 2011 – Oct 2014
* GVPR Engineers Ltd: Feb 2007 – Dec 2010

Core Competencies

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| --- | --- |
| * Release/Deployment Management * Business Analysis * Scrum Management * Agile and Waterfall Methodologies * SDLC * Sales Training * Product Manager / Owner | * Project Management * System design and implementation * Client Relationship Management * Team management and leadership * Business Process Modeling |

Technical Skills

**Methodologies:** Agile / Scrum, Shift-left, Waterfall Model, V Model, BDD, TDD, RBT, BPT

**Languages:**

SFDC SFA, APEX, Visual Force Pages, Salesforce CPQ, Lightning Aura Components, Einstein Analytics, CSS, AMP Script, Mule Soft, Dell Boomi, REST APIs, JavaScript, XML, JSON, HTML

**Tools:**

MS Office, MS Visio / Lucid Charts, MS Project, Footprint, JIRA, Dream Factory Snapshot, GitHub & GitLab, Draw.io, ANT Tool, Beyond Compare, Atom / Notepad ++

**Dev Ops/CI/CD:** Jenkins, Git,CI/CD process, SVN, CVS, VSS,Jenkins, Ant & Maven, Docker, Changesets, Eclipse IDE, VS Code, Developer Console, Bitbucket, Jenkins, Bamboo, Octopus, Source Tree.

**Project Management Tools**: Microsoft Project, Bugzila, JIRA.

**Operating Systems:** Windows, UNIX

Education

B.E, Sri Muthukumaran Institute of Technology, Anna University, Chennai.

Certifications

* Certified Salesforce Platform Developer – I.

Executive Summary

* As a Product Manager / Project Manager, Salesforce SME with over 13 years of experience in Salesforce.com.
* Diverse experience in Operations management, SF Sales Cloud, SF Service Cloud, Salesforce CPQ, SF Marketing Cloud (SFMC) and FMCG - CPG domains to delivering through continuous improvement across applications. Impeccable written and verbal communication skills with excellent interpersonal and leadership skills.

Career Highlights

* Result-oriented technical Product Manager / Project Manager well versed with all facets of product development and management.
* Lead a team of 15 members, assign the tasks to the team members and get it done as per the schedule.
* Having 3 years of experience as line manager and part of appraisal cycles.
* Worked as an Operations Manager, Architect, Delivery Manager, Technical Project Manager, Product Owner and Scrum Master and served as a SME for multiple projects and provided strategy.
* Developed SDLC processes, Development Standards and Naming Conventions as per audit requirements of the organization: Naming standards, Documentation, Security, Code Repository Management Tools, Design standards, Code review processes and procedures.
* Customer oriented and possess in-depth experience of translating customer needs/pain points into requirements that provide competitive differentiation to the product.
* Adept in understanding product requirements from a technology as well as a business point of view.
* Integrator; played role of Manager by closely working with cross-functional teams, build trust with stakeholders, created thoughtful business and technical solutions arising while integrating systems, migrations, upgrading to new technologies.
* Participate in end to end implementation planning including project management, issue management, communication and change management.
* Versatile project manager; leverages techno functional experience during all phases of software life cycle; from managing requirements with Business stakeholders to implementation.
* Ensured that delivered solutions are aligned to enterprise standards and of high quality while maintaining the required non-functional attributes such as performance, supportability, security, usability, reliability and stability.
* Experience in requirements gathering, Analysis, design, development, unit testing, Change management, SIT/UAT support, implementation, go - live support, and support-maintenance activities of Integration projects.
* Implemented Dev Ops and CI / CD practices using desired tools.
* Possess rich experience in project sizing and budgeting – worked on various pricing models, estimations and margin optimization strategies.
* Sanity testing on the deployed user stories and other important functionalities based on checklist defined by Governance board. Also, sanity testing done at every salesforce release.
* Working closely with cross team members (Sales / Marketing / QA / UAT / Third party system) to execute project successively.
* Provide the release notes as per the sprint release.
* Inspiring the team members to do their work best and helped team members to remove roadblocks that impede progress.
* Maintaining the team leaves in the HRMS / Workday tool.
* Conducting the interviews for new hires and do negotiations on the salary per the budget.

Key Projects, Products and Road maps

* Playing as Operations manager/Project Manager role for Capgemini to the DSD-CAD, Germany. Replaced the Super Office CRM with Salesforce CRM Salescloud and Salesforce CPQ.
* Worked as a Sr.Salesforce Engineer (Lead) for ForcePoint, USA. Managed complete delivery of project from Transition, Enhancements to production support.
* As a Technical Lead (for product Team), implemented the REX, DSD and DMS appexchange products with partner community license and published the major versions in the partner community and maintained the environment hub.
* Worked as Project Lead for Evry India to the OTHL,USA. Aims at aggregating data from Calyx, Encompass and Salesforce systems to a Data warehouse and build a report and dashboards. Played a key role for Implementation and Production Support.
* Worked as a Salesforce Developer for FireEye CyberSecurities, USA. Worked on new internal Salescloud projects, Salesforce CPQ projects, Service cloud projects, Defects and new enhancements.
* Worked as a Salesforce Developer for VMWare, USA. Worked on new internal Salescloud projects, Service cloud projects, Defects and new enhancements.
* Worked as a Purchase Executive for GVPR Engineers Ltd, India. Worked templates preparations, comparative statements and releasing the purchase orders for on Below Poverty Lines and new Sub-stations for 64KV/ 132KV errections.

Key Achievements & Accolades Summary

* Contributed significantly to Enterprise Value Delivery, Quality, people development initiatives within the practice.
* Received many “Applause” and “Outstanding”, “Exceptional service” awards from Previous companies.
* Received “Outstanding Performer”, “Exceptional Team Player” awards from business stakeholders.

B M Jagadish Linga Reddy

Product Manager | Project Manager

