**MURALI MOHAN SUDAM – Scrum Master/Project Manager**

**Mobile: 9966559671 Mail ID:** [**mmsudam@gmail.com**](mailto:mmsudam@gmail.com)

**Summary**

* Total 15 Years of IT experience in analysis, design, development of various CRM applications.
* 3 Years of experience working as Scrum Master for Salesforce implementation project.
* 5 Years of experience in analysis, design and development in Salesforce.com (SFDC) CRM applications.
* 6 Year of experience in analysis, design and development in Chordiant CRM application
* 1 Year of experience in analysis, design and development in J2EE application
* Worked on projects in waterfall and agile (SCRUM) methodology.
* Rich experience in Banking and Financial domain
* Proven experience in overseeing the direction, development, and implementation of SFDC CRM software solutions
* Good Experience with Administration, configuration and support on Salesforce.com platform
* Hands on experience in creation of Business Processes using Chordiant BPD.
* Vast experience in designing the Business Rules using Chordiant Strategy Designer
* Experience on UML data modeling – Business Objects using IBM Rational Rose
* Good working experience in web services using SOAP API
* Strong Knowledge in Object Oriented programming languages – Java/J2EE
* Proficient with RDBMS concepts and SQL
* Experience in working with Eclipse IDE integrated with Chordiant Plug in to develop Business Services
* Hands on experience with web server – Tomcat
* Excellent analytical, problem solving, communication and interpersonal skills, with ability to interact with individuals at all levels and can work as a part of a team as well as independently
* Experience in working with multiple vendors and geographically distributed teams
* Well versed with JIRA and confluence usage

**Key Domain and Technical Knowledge**

* Domain : Banking, Financial and Telcom
* Technical : CRM Tools - Salesforce.com CRM, Chordiant CRM, Chordiant Decisioning Manager, Java programming, JIRA, Confluence

**Academic Qualification**

* Master of Science in Computer Science (M.Sc. Computer Science) in 2003 from Kakatiya University, Warangal, Telangana, India.
* Bachelor of Science in Computer Science (B.Sc. Computer Science) in 2001 from Kakatiya University, Warangal, Telangana, India.

**Certifications / Professional Awards:**

* Certified Scrum Master (CSM)
* Certified in Java
* Certified in Salesforce.com Dev 401 (App Builder)
* Certified in Salesforce.com ADM 201
* Certified in Salesforce.com Sales Cloud

**Total Work Experience:**

Company: Infosys Ltd Period: Nov 2007 to Till date

Company: Tata Consultancy Services Limited Period: March 2006 to Nov 2007

**Project Title: Sales application for B2B**

**Client: One of the leading Telcom providers - AUS**

**Duration: From** Jul 2018 to Till date

**Description**: One of the leading Australia's largest telecommunications company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other products and services. B2B sales application is built upon Salesforce CRM, PRM and Partner community. B2B Partner user can create opportunity, select the Telstra products from product catalog then share with Telstra agent for order submission.

**Role:**  **Scum Master**

**Responsibilities:**

* Organize and facilitate all scrum related ceremonies (Planning, Stand-ups, Retrospectives, Demos).
* Work with the team to develop project plans, roadmaps and manage backlog.
* Communicate team plans, report impediments for escalation, identify risks/concerns to relevant stakeholders to help resolve.
* Monitor team backlog daily and ensure it accurately reflects the current state of the sprint in JIRA and Power BI dashboards.
* Work with product owners and stakeholders to refine vision and establish goals and metrics.
* Support the Product Owner and Team Lead through maintaining data in the appropriate Agile toolset, by providing transparency to the Product Roadmap and related project priorities.
* Track and communicate team velocity and sprint progress to all affected teams and management.
* Fosters open communication and transparency through building trust within teams and across its members.
* Facilitate valuable Retrospective meetings at the end of each sprint ensure the highest priority retrospective action items are owned and completed within the identified timeframe.
* Guiding the team and organization on how to use Agile/Scrum practices and values to delight customers

**Project Title: B2B Sales App**

**Client: One of the leading Telecom provider in USA**

**Duration: From** Jan, 2017 to Jun 2018

**Description**: One of the leading Telecom national provider of wireless voice, messaging and LTE data services capable of reaching nearly 312 million Americans and is the third largest carrier in the US. B2B sales team sells bundles and phone services to companies of all sizes across the United States. B2B SFDC application is implemented using SFDC sales cloud and customized sales process using Lightning Out (Lighting components used in classic VF), managed packages like PARDOT, Conga, DocuSign etc. This application provides B2B agents to generate the Orders from leads using Conga. Order is pulled into a DocuSign envelope for customer signature. Fulfillment will be done once customer sends signed copy to B2B processing team. Approval process and Notifications are used during this process.

**Role:**  **Technical Manager**

**Responsibilities:**

* + Lead the delivery with the development team and act as interface between onsite and offshore
  + Involving in technical design and code review
  + Work with a solutions architect and technical architect to craft a salesforce.com solution to support business requirements
  + Manage customer expectations and technology scope utilizing Salesforce.com and Force.com
  + Integrate multiple technologies with Salesforce.com/Force.com
  + Mentoring the team in salesforce.com competency development
  + Tracking the project scope, schedule, Quality, Risks, and SLAs on a periodic basis to ensure project execution is under control.
  + Communication management – internal and external stakeholder – publishing Reports
  + Responsible for Salesforce.com environment management
  + Providing on-going support of existing SFDC Developments including development of salesforce.com reports and dashboards

**Project Title: Mulberry**

**Client: One of the leading Oil and Gas companies in UK**

**Duration: From** Sep, 2015 to Dec 2016

**Description**: This application is an indirect procurement request tracking system for internal employees and contractors. Purpose of this application is to provide a platform for internal employees and contractors to browse catalogue of products and raise requests for the products, view related articles and information about catalogue, policies and collaborate indirect procurement team to drive process and tool improvement.

**Role:** **Technical Manager**

**Responsibilities:**

* Participate in business and system requirement sessions
* Mapping functional requirements to Salesforce.com features and functionality
* Lead technical requirements gathering and translation to technical specifications
  + Work with a solutions architect and technical architect to craft a salesforce.com solution to support business requirements
  + Manage customer expectations and technology scope utilizing Salesforce.com and Force.com
  + Integrate multiple technologies with Salesforce.com/Force.com
  + Prepare a detailed project schedule in order to ensure on time delivery of the project
  + Prepare Team training plan to ensure high quality delivery
  + Creating Risk Management plan includes identification of Risks and mitigation Plan
  + Tracking the project scope, schedule, Quality, Risks, and SLAs on a periodic basis to ensure project execution is under control.
  + Mentoring the team in salesforce.com competency development
  + Lead the delivery with the development team and act as interface between onsite and offshore
  + Responsible for Salesforce.com environment management
  + Providing on-going support of existing SFDC Developments including development of salesforce.com reports and dashboards

**Project Title: Field Service Tech Portal (FSTP) and KTLO**

**Client: One of the leading Satellite service providers in USA**

**Duration: From** Jan, 2013 to Dec 2016

**Description**: This application is to provide a comprehensive tool to allow the Field Technicians to do their Job most efficiently. The application provides a workflow for all the installer activities for the technician, supports device activations and captures customer signatures for the permissions, agreements and other legal requirements. Sales order management and Knowledge article management are also added as additional features. KTLO is to provide support for existing applications

**Role:** **Technical Manager**

**Responsibilities:**

* + Participate in the application requirements review meeting, analyze business requirements and provide the LOE for salesforce.com implementation
  + Work closely with the business track to ensure alignment of business and functional requirements with the technology solution utilizing Force.com
  + Mapping functional requirements to Salesforce.com features and functionality
  + Responsible for creating and maintaining detailed project plans, Develop, track and distribute project status
  + Manage complex projects by collaborating with multiple cross functional groups
  + Identification of right skills for a project and aligning people accordingly
  + Prepare Team training plan to improve team competency
  + Foster innovation and risk taking abilities
  + Ensure quality deliverables meeting schedule, scope, cost and other constraints
  + Conducting reviews in all SDLC stages (Requirement, Design and Coding)
  + Coordinating with onsite and offshore team
  + Facilitating the team to monitor application support and handling production support service desk tickets

**Project Title: Partner Portal - GNS**

**Client: One of the leading Credit Card providers in UK**

**Duration: From** Jun, 2012 to Dec 2012

**Description**: This project is for one of the leading credit card provider’s partner users. End users given the access to SFDC application where they can do the search functionality for card features and also able see the services of the bank premier and platinum customers. Integrates with existing Billing systems using REST API

**Role:** **Technical Manager**

**Responsibilities:**

* + Creating sprint planning for Salesforce.com product log
  + Helping the team to understand the tasks to be done
  + Conducting daily scrum meetings
  + Conducting sprint review meetings
  + Conducting sprint Retrospective meetings
  + Coordinating with product owner and team
  + Effectively recognizes and rewards desirable performances
  + Responsible for setting up performance objectives, development plan and performance monitoring/evaluation of resources
  + Mentor junior team members in Salesforce.com technology, Force.com, Integration Technologies, and Salesforce.com best practices
  + Responsible for salesforce.com user maintenance and development of reports and dashboards

**Project Title: Multi Channel Services (MCS)**

**Client: One of the leading banks in UK**

**Duration: From** Jan, 2010 to May 2012

**Description**: This application allow customers to provide their details and request for opening an account through online. Existing customers can check the eligibility for switching accounts and request for change if they wish to change the accounts. The same application allow agents to create accounts and provide service for their customers.

**Role:** **Technology Lead**

**Responsibilities:**

* + Attending workshops to understand the requirement
  + Designing Business Rules using Chordiant Decision Management (CDM)
  + Designing Object Modeling using IBM rational rose
  + Preparing Detailed design document
  + Deploying the rules using DMa
  + Preparing test scripts and testing using RTD
  + Providing integration support
  + Release management

**Projects:**

**Duration:** From Mar 2006 to Dec 2009

Worked in One of the leading banks in USA – as a developer and designer.

**Personal Information**

* Gender : Male
* Marital Status : Married