**SIVA SANKAR MASANAM**

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**Objective :** Salesforce.com Developer, Administrator, Solutions Architect, Business Analyst and Team Management seeks an opportunity to design, requirement gathering, implement and deployments solutions aiding the proliferation of sales, Service, Marketing clouds triggering the advancement, of both myself and the company, being an active participant in the process.

**Summary:**

* Around 15+ years of IT Professional experience in Project Management and 7+ years of experience in Salesforce.com Solution Architect, Business Analyst and Worked with business owners in the requirement analysis, Design and development of Salesforce. Solutions, targeted at complex projects, with an aim to help meet the standards and boost the sales of technical services
* High degree of involvement in application troubleshooting, IT consultation, and database management
* Worked as a Salesforce Solution Architect on complex projects on Sales, Service and Marketing cloud, with an aim to help meet the standards and boost the Sales, Service and Marketing Clouds of technical services
* Experience on Marketing cloud Exact target AMP Script and Journey builder & email automation.
* SFDC Solution Architect with extensive experience with solid understanding of business requirement gathering, documentation, business process flow and business process modelling.
* Extensive experience in gathering Business/Design/Functional user requirements, creating Use Cases as per user requirements, developing/designing UML diagrams such as Activity, Class, and Sequence diagrams in addition to creating Business Requirements Document.
* Experience in building Web Service enabled applications (SOAP and RESTful)
* Excellent knowledge of Salesforce APIs and hands-on SFDC experience integration with ERP systems
* Experienced working in Cross-functional teams, identifying business requirements and supporting sales, Service and marketing cloud efforts.
* Worked on Gainsight and the only solution built on Salesforce App Cloud that enables businesses to proactively manage renewals
* and retention, eliminate unexpected churn, and identify upsell opportunities using reporting and analytics.
* Did an integration project involving Oracle Sales cloud, Salesforce, CPQ (Steel brick) and Big Machines
* Involved in a project to understand the business needs and objectives of the system and interacted with the end client/ users and stakeholders, involved designing and gathering requirements for the integrated system.
* Knowledge on both MongoDB, AWS and Ruby on Rails apps with using salesforce
* Participated in all stages of Software Development Life Cycle (SDLC) System Analysis, Design, Development and Testing using Agile Methodology.
* Experience working with various software development methodologies including Agile , waterfall and Hybrid.
* Worked on Business to Business (B2B) & Business to Customers (B2C) SFDC patterns involved interaction with all the various parties are involved
* Worked on Deployments when deploying code to and from Sandboxes to Production environments and maintained Deployment checklists.
* Determine your user, data, and security requirements, and establish a development process on Salesforce Einstein.
* Set up apps and control what users can do in Einstein Analytics by assigning them licenses, permission sets, and app permissions on Salesforce Einstein.
* Load an external CSV file to Einstein Analytics.
* Create and run dataflows to load Salesforce data and join it with data from other datasets.
* Understand, enable, and use Data Sync effectively on Salesforce Einstein.
* Understand and implement data security in Einstein Analytics and override security for implementation and testing.
* Understand how filters on dashboards function and be able to use binding when necessary on Salesforce Einstein.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Conducted End user training. And provided one to one training to end users on an ongoing basis.
* Able to manage changing responsibilities and deliver time critical projects on schedule.
* Proven ability to accept challenges and produce results in a multi-tasked environment.
* Strong interpersonal skills and excellent communication skills.

**Education :**

* Bachelors of Science Computers (B.Sc.) Nagarjuna University 1998.
* Masters in Computer Applications (MCA) from Indira Gandhi National Open University IGNOU, 2001.

**Certifications and Awards :**

* Salesforce Administrator ADM 201 Certified.
* Got Appreciation from the P2R team from First Data Corporation
* Got Appreciations (Pat on the Back, Best Team Player and Cookies) Awards from Tech Mahindra.
* Migration Assistant with excellent quality. It's part of the SFDC Summer 2016 release with Hollister.

**Work Status :**

* Working Status in USA- H1B
* Looking for a Salesforce Developer, Administrator, Solution Architect/ Salesforce (SFDC) Business Analyst/ SFDC Project Manager and SME positions.

**Skills :**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, SOQL, SOSL, Visualforce, S Controls, Apex Web Services, Workflow & Approvals, Reports & Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| Languages | APEX, PL-SQL Apex classes, Triggers, Visualforce, Force.com IDE, LWC, API security, SOQL, and SOSL. |
| Database | MySQL Oracle 9i, Oracle 10g, SQL Server |
| Custom Integration | Outbound Messages, Workflow & Approvals, Field updates, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Dashboards, Security Controls, AppExchange Package & Custom Application, CTI Integration, Testing salesforce integrations with other systems |
| Tools & Technologies | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, JIRA, SharePoint, Force.com Excel Connector, Force.com Platform(Sandbox and Production), Appexchange Applications, MuleSoft Migration Tool.Postman, Azure DevApps and Congo |
| Operating Systems | Windows 98/NT/XP/Vista/7, Windows CE, Linux |

**Work Experience:**

**1. Client: Department of Job and Family. Columbus, Ohio April 2020 – Till date**

**Role: Sr. Salesforce Technical and Solution Architect.**

**Project: Salesforce integration OBG vs JFS**

**Description:**

State of Ohio agencies can host their intranets and content on the new myOhio and can set this content to be seen by users in other agencies. The list of agency intranets that are accessible today through myOhio is provided below. This list will continue to grow as more agencies connect to myOhio. Please note that agency intranets may allow users outside the agency to view limited content and for example, the “About Us”on site section. The new myOhio delivers a personalized experience that is tailored to you and only displays content that you have permission to access.

**Responsibilities:**

* Designed and developed schema for new Salesforce Org by creating new objects, fields and relationships. Understanding business on OSI,JFS vs OBG.
* Requirements and translating into technical solutions based on the SFDC platform.
* Designing and creating the underlying data structure and data flows to support the application build.
* Designing and building web interfaces on the Force.com platform using Visualforce, Apex..
* Created to own records, Public Groups to share records, Communication templates to send appropriate notification to the users.
* Worked on various tasks like Splash screen changes, Employer report wages, Payment Vouchers (Both Employer and Agent), Filing - Post checkout and JFS Archived Reports" - Redirect to JFS on integration project with using Oracle Integration Cloud (OIC) for the OBG vs JFS system with using Source application service.
* Worked on community cloud to gain deeper relationship with customer to provide better service by enabling customers
* Create various new Apex classes to integrate with the OBG vs JFS system using Source application service.
* Worked on Oracle Integration Cloud (OIC) to IntegrateOBG vs JFS with using salesforce lightning.
* Worked on Lightning Web Components (LWC) on to integrate Oracle Integration Cloud OIC OBG to JFS.
* Worked on both Salesforce.com Classic and Salesforce.com lighting migration projects for the release.
* Working on Jira Agile tool for migration projects on both Sales & Service from Salesforce.com Classic to Salesforce.com lighting migration.
* Attending all project grooming meetings for requirement gathering and explain to developers on salesforce.com for both Sales & service
* Organized timely meeting with OBG team to give internal review on each integration task Splash screen changes, Employer report wages, Payment Vouchers (Both Employer and Agent), Filing - Post checkout and JFS Archived Reports" - Redirect to JFS of the project.
* New vouchers payment checks has been successfully created and attached to the salesforce screens,
* Manage data integration from a variety of databases into and out of Salesforce.
* Analyse organization processes, convert business workflows into exact Salesforce workflows and configure Salesforce to meet business requirements.
* Worked as enhancement team members and performed the development roles of Salesforce.com Administrator and Developer in the organization. Prototyping and architecting the solution.
* Leading the development team and hands on Salesforce coding
* Worked as a Release Manager Manage relationships and coordinate work between different teams like OBG at Ohio locations.
* Worked on integration of data and also worked on a console page to create cases from the customer where a third-party assistance would deal with.
* Worked on Congos template with Payment Vouchers on Salesforce lightning.
* Worked at Postman to validate and debugging Salesforce Apex and visualforce code.

**Environment:** Salesforce Lightning, Lightning Components, Sales Cloud, Apex, Visualforce (Pages, Component & Controllers), jQuery, JSON, HTML5, CSS3, JavaScript, lookup, Master-details Relationships, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Postman tool, Work Bench, lightning App builder, services cloud SQL Server.

**2.Client: Parexel international Billerica, MA August 2019 – March 2020.**

**Role: Sr. Salesforce Techo\_Fuctional\_Architect/ Project Manager.**

**Project: Salesforce Wave 2**

**Description:** PAREXEL International is a global provider of biopharmaceutical services. It conducts clinical trials on behalf of its pharmaceutical clients to expedite the drug approval process and PAREXEL is in the business of improving the world’s health. We do this by providing a suite of biopharmaceutical services that help clients across the globe transform scientific discoveries into new treatments. From clinical trials to regulatory, consulting, and market access, our therapeutic, technical, and functional ability is underpinned by a deep conviction in what we do.

**Responsibilities:**

* Designed and developed schema for new Salesforce Org by creating new objects, fields and relationships. Understanding business
* Worked on Sales Navigator (LinkedIn) Zymewire for the medical information.
* Worked Bid Intelligence project to gather the requirement and work offshore on coding to fix many user stories on Jira and Confluence.
* requirements and translating these into technical solutions based on the chosen platform.
* Designing and creating the underlying data structure and data flows to support the application build.
* Designing and building web & mobile interfaces on the Force.com platform using Visualforce, Apex and other available tools.
* Created Queues to own records, Public Groups to share records, Communication templates to send appropriate notification to the users.
* Worked on both Salesforce.com Classic and Salesforce.com lighting migration projects for the release.
* Working on Jira Agile tool for migration projects on both Sales & Service from Salesforce.com Classic to Salesforce.com lighting migration.
* Attending all project grooming meetings for requirement gathering and explain to developers on salesforce.com for both Sales & service
* worked on community cloud on the salesforce platform including partners, customers employees and everyone within the salesforce.
* Organized a timely meeting with the Marketing, Sales and Case Management team to discuss the progress of the project.
* Marketing Cloud subject matter expert with excellent communications skills
* Manage data integration from a variety of databases into and out of Salesforce.
* Analyse organization processes, convert business workflows into exact Salesforce workflows and configure Salesforce to meet business requirements.
* Handled extensive meetings with Marketing teams and Business teams to understand the roadmap for the quarter.
* Created customized reports with Direct, Indirect sales etc. apart from OOB reports from marketing cloud.
* Worked on Synchronize Data extensions from Sales cloud to Marketing cloud
* Worked as enhancement team members and performed the development roles of Salesforce.com Administrator and Developer in the organization. Prototyping and architecting the solution.
* Leading the development team and hands on coding
* Worked as a Release Manager Manage relationships and coordinate work between different teams at different locations.
* Worked on salesforce Einstein analytics, Lighting, with PAD oracle database

**Environment:** Salesforce Lightning, Salesforce Einstein analytics, Lightning Components, Sales Cloud, Apex, Visualforce (Pages, Component & Controllers), jQuery, JSON, HTML5, CSS3, JavaScript, lookup, Master-details Relationships, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Postman tool, Work Bench, lightning App builder, services cloud SQL Server.

**3.Client: EMD Serono, Rockland, MA October 2018 – July 2019**

**Role: Sr. Salesforce Technical\_Solution Architect.**

**Project: Web Portal to IBOND(Salesforce) integration**

**Description:** This project helps the new enrolment portal will allow healthcare professionals to enroll and request CoverOne (Web Portal) services (reimbursement support, co-pay assistance, and patient assistance) on behalf of current or potential Bavencio patients. This new technology will automate the existing enrol patient’s functionality more expeditiously and allow for more efficient exchange of information between CoverOne (Web portal) and those requesting services from the program with IBOND (salesforce).

**Responsibilities & Tasks:**

* Worked on Salesforce integration with a third-party web portal which dealt with PAP, COPAY etc.
* Created the visual force pages and developed Apex classes, triggers and integrated with external legacy systems using REST based web services.
* Involved in various activities of the project, like development meeting, requirement gathering, and analysing requirements, documenting the functional and non-functional requirements
* Created various Visual force/html email templates for Email Alerts using triggers and approval process for sending email alerts to the end users.
* As a part of integration, developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Salesforce Lightning Field Service on Orders Product Items and Product Line Items. Etc.
* Worked on analysis and design on each integration endpoint and wrote all requirements on BRD.
* Documented API specifications using Open API swagger Editor with all the API interface endpoints in there with the clear Request and Response Body’s.
* Created Visualforce pages with responsive design using HTML, CSS and Javascript for classifying documents from the web portal.
* Managed and created Record types, page layouts, fields, and system interface/capabilities, Lightning Component and created lookup and Master-details Relationships.
* Worked on data migration of objects like Apex classes, triggers, Custom fields and Custom objects from source SFDC to Target SFDC for which used data loader and file exporter tools.
* Also used change-sets to deploy the code into different environments (Testing, UAT and production).
* Worked on Test classes of various triggers and apex classes in the application to maintain a minimum of 75% and more code coverage.
* Performed unit testing using Workbench, Postman tool for testing all the API’s.
* Experience working on batch Apex classes, scheduled classes to perform email actions for a fixed period.
* Participated in daily Scrum meetings, discussed with Business Analysts about requirement gaps, defects and blocking issues.
* Worked on integration of data and also worked on a console page to create cases from the customer where a third-party assistance would deal with.
* As a part of the project, I worked on sales, service cloud simultaneously and also on web-to-case, email-to- case.

**Environment**: Salesforce Lightning, Lightning Components, Sales Cloud, Apex, Visualforce (Pages, Component & Controllers), jQuery, JSON, HTML5, CSS3, JavaScript, lookup, Master-details Relationships, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Postman tool, Work Bench, lightning App builder, services cloud SQL Server.

**4. Sr. Salesforce Technical\_Solution Architect**

**Client: First Data Corporation., Hagerstown MD. Sep 2016 to Oct 2018**

**Responsibilities:**

* Worked closely with the project design team and the project business team to address the business, Development and functional requirements defined for the Salesforce.com Integration Project on sales, Service and Marketing Cloud.
* Project planning using Scrum methodology
* Worked as a Release Manager Manage relationships and coordinate work between different teams at different locations.
* Salesforce.com Configuration and design of Service and Sales and Marketing Cloud
* Talking to the customers and analysing the requirements to put into the sprint planning.
* Mentoring the team members on technology, design and architecture.
* Involved in the sprint planning for deliverables.
* Talking to product managers and customers for requirement analysis.
* Designed and developed schema for new Salesforce Org by creating new objects, fields and relationships. Understanding business requirements and translating these into technical solutions based on the chosen platform.
* Designing and creating the underlying data structure and data flows to support the application build.
* Designing and building web & mobile interfaces on the Force.com platform using Visualforce, Apex and other available tools.
* Created Queues to own records, Public Groups to share records, Communication templates to send appropriate notification to the users.
* Worked on both Salesforce.com Classic and Salesforce.com lighting migration projects for the release.
* Working on Jira Agile tool for migration projects on both Sales & Service from Salesforce.com Classic to Salesforce.com lighting migration.
* Attending all project grooming meetings for requirement gathering and explain to developers on salesforce.com for both Sales & service
* Organized a timely meeting with the Marketing, Sales and Case Management team to discuss the progress of the project.
* Marketing Cloud subject matter expert with excellent communications skills
* Manage data integration from a variety of databases into and out of Salesforce.
* Analyse organization processes, convert business workflows into exact Salesforce workflows and configure Salesforce to meet business requirements.
* Handled extensive meetings with Marketing teams and Business teams to understand the roadmap for the quarter.
* Created customized reports with Direct, Indirect sales etc. apart from OOB reports from marketing cloud.
* Worked on Synchronize Data extensions from Sales cloud to Marketing cloud
* Worked on Integration Sales cloud with Marketing cloud using Marketing cloud Connect.
* Worked on Exacttarget Marketing Cloud Services tools and scripting language (i.e. AMP Script) to deliver highly dynamic and personalized content
* Worked on SOA/Integration experience.
* Worked as release manager for weekly release reporting and deployment plans and managed all release activities.
* Worked as a release manager for risks and resolves issues that affect release scope, Schedule and scope.

**5. Salesforce Architect**

**Client: Hollister Incorporated., Libertyville, Illinois. April 2016 to Sep 2016**

**Responsibilities:**

* Worked as enhancement team members and performed the development roles of Salesforce.com Administrator and Developer in the organization. Prototyping and architecting the solution.
* Leading the development team and hands on coding
* Worked as a Release Manager Manage relationships and coordinate work between different teams at different locations.
* Worked on Hollister impacted Spring/Summer and winter 2016 release notes as per saleforce.com lighting release notes.
* Worked on salesforce.com for both sales & service with different countries (USA, UK, Canada, Australia, NL and Japan) and different Translations.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Experience in building Web Service enabled applications (SOAP and RESTful)
* Excellent knowledge of Salesforce APIs and hands-on experience integration with ERP
* Worked on defining workflow rules, related tasks, email alerts, and field updates
* Worked on both sales & service Salesforce.com Classic and Salesforce.com lighting migration projects for the release.
* Identify, analyse and develop interfaces and integration flows using Mule ESB any point platform including Mule Runtime, Connectors, Design Centre and API management
* Manage, Delete, Deprecate, Edit the Portal any API Version in the organization with using MuleSoft tool
* Working on Jira Agile tool for migration projects from SAP to Salesforce.com lighting.
* Manage the software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing
* Worked on Data Loader to upload huge volumes of data and was involved in data cleansing activities for bulk loads.
* Worked on managing user groups as part of application administration and support.

**6. Salesforce Solution Architect**

**Client: US Steel, Pittsburgh, PA. Oct 2015 to Mar 2016**

**Responsibilities:**

* Reviewing the US Steel application SFDC development and Business and Technical Requirements.
* Worked as a release manager for risks and resolves issues that affect release scope, Schedule and scope.
* Measure and monitor progress to ensure application releases and delivered on time within the budget.
* Communicate all key project plans, commitments, and changes including requirements, QA plans, schedule, and scope changes
* Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Worked as a Release Manager Manage relationships and coordinate work between different teams at different locations.
* Lead team of other architects were required to deliver the best solution to the client.
* Conducted meetings with business users and SMEs to identify the design solutions for all Business Requirements
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in Salesforce.com application setup activities and customize the apps to match the functional needs of the organization.
* Worked on Custom Objects and fields for transactional and contractual information as a Steel brick CPQ Business Analyst
* Worked on BRD and SD documents and Development on Steel brick CPQ with SFDC Business Analyst
* Worked on defining SFDC workflow rules, related tasks, email alerts, and field updates
* Developed page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Ownership of high-level solution and delivery of solutions to clients
* Work with an offshore team for solution architecture, estimates, delivery etc.
* Drive business requirements translation into a technical solution
* Participate and contribute in design sessions – expectation to suggest design alternatives
* Gathering and articulating non-functional requirements
* Reviewing business, function and technical requirements
* Worked as release manager for weekly release reporting and deployment plans and managed all release activities.
* Work with other architects to fulfil end to end solution delivery taking full responsibility of Salesforce.com solution.
* Update management team on overall project, risks, technology issues and propose suitable alternatives

**7. Sr. Salesforce Solution Architect**

**Client: Healthnet, Woodland Hills, CA. Nov 2013 to Sep 2015** Health **Responsibilities:**

* Worked with enhancement team members and performed the roles of Salesforce.com as a SFDC Developer and Architect on sales & service clouds in the organization.
* Developed various Custom Objects, Tabs, Components and VisualForce Pages and Controllers Administered, configured, maintained for both sales & service clouds on Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade Installation.
* Created and deployed Several Reports using salesforce.com platform on both sales & service clouds.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plugin using Eclipse.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity
* Organized timely meeting with Sales, services clouds and Case Management team to discuss the progress of the project.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization
* Worked as a Release Manager Manage relationships and coordinate work between different teams at different locations.
* Communicate release details and schedules to the Business as required.
* Continually work towards making improvements in the release process
* Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists
* Experience in building Web Service enabled applications (SOAP and RESTful)
* Excellent knowledge of Salesforce APIs and hands-on experience integration with ERP
* Implemented various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need
* Worked on Custom Objects and fields for transactional and contractual information
* Manage the software testing process, which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing
* Worked on managing user groups as part of application administration and support.

**8. SalesforceArchitect**

**Client: WellPoint Richmond VA. Oct 2012 to Nov 2013**

**Responsibilities:**

* Gathering the requirements and provide technical design solutions for all the requirements on Salesforce.com
* Worked closely with the project team and the project business team to address the business and functional design requirements and defined for the Salesforce Integration Project.
* Cycles and system requirements, including configuration, workflows, reports, and dashboards
* Designed and developed schema for new Salesforce Org by creating new objects, fields and relationships.
* Designing and building web & mobile interfaces on the Force.com platform using Visualforce, Apex and other available tools.
* Lead and co-ordinate the Go-Live activities including the execution of the deployment Plans and checklists.
* Worked as a Release Manager Manage relationships and coordinate work between different teams at different locations.
* Communicate release details and schedules to the Business as required.
* Continually work towards making improvements in the release process
* Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists
* Developed Visual-Force pages as user interface. Created Visualforce Page for custom User Interface development using standard and Custom Controllers
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Configured interfaces and portal application (PRM) for lead Management so that Assurant Lead Vendor agents.
* Prepare User Training documents with detailed screenshots to train users in the new environment.
* Research the implementation issues on Salesforce.com for resolution

**9. Salesforce Architect**

**Client: SRA / U. S. Securities and Exchange Commission's (SEC) Washington DC.**

**June 2011 to Sep 2012**

**Responsibilities:**

* Conducted meetings with business users and SMEs to identify and gather the Business Requirements to prepare technical design documents on salesforce.com.
* Interacted with various business user groups for gathering the requirements.
* Implemented Strategic Planning and Phone Sync for IVR and Document Automation modules
* Provided consulting inputs on Territory management, IOD load time reduction, User adoption dashboards and Chatter, iPhone & iPad installation.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Created Business Requirement Documents (BRD) and converted them into Functional Specification.
* Translate Functional Requirements into Use Cases from a system perspective.
* Designing and creating the underlying data structure and data flows to support the application build.
* Providing appropriate development specifications and supporting our Technical Consultants and fellow Architects in delivering solutions as well as supporting the Chief Architect
* Experience in building Web Service enabled applications (SOAP and RESTful)
* Excellent knowledge of Salesforce APIs and hands-on experience integration with ERP
* Worked on various Custom Reports and deployed them for different business user levels
* Created rules and triggers to avoid data duplication in Salesforce.com to preserve data integrity and accuracy
* Created custom objects, workflows, simple apex triggers, Visualforce pages and several important utilities to exploit maximum the functionality of the system
* Worked on created user roles and profiles, security controls and shared settings
* Worked on implementing field level security and audit trail setup
* Trained internal business users to use the application and develop their own custom Reports

**10. Salesforce Sr. Administrator**

**Client: Edward Jones Saint Louis MO. Aug 2010 to May 2011**

**Responsibilities:**

* Performed the roles of Salesforce.com Admin and Developer in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Performed the roles of Salesforce.com Developer and Admin in the organization.
* Interacted with various business user groups for gathering the requirements.
* Continually work towards making improvements in the release process
* Maintains a release repository and manages key information such as build and release procedures, dependencies, and notification lists
* Worked as a release manager for risks and resolves issues that affect release scope, Schedule and scope.
* Measure and monitor progress to ensure application releases and delivered on time within the budget.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
* Developed complex workflows and approval processes for automating business logic

**11. Sr. Associate Business Analyst.**

**Client: Tech Mahindra / At&t Saint Louis MO (Onsite offshore)**

**Project:JTAU and CASH May 2005 to July 2010**

**Responsibilities:**

* Preparing and Understanding the CRIS CASH (Journals, Taxes & UAS) and ICBS application SFAD and Business and Technical Requirements
* Preparing HLAD and Detailed design and Specification documents for business requirements.
* Conducting reviews on SFAD, Detailed designs, UTPs and UTRs along with clients.
* Performing chain testing for each release.
* Worked as a Onsite Coordinate and Business Analyst with both offshore and onshore teams
* Unit Testing, User Acceptance Testing and evaluating the test results for test plans and test cases and prepare the test result summary report.
* Preparing Detailed Designs, Specification Documentation for the work request and off release and monthly release projects.
* Assist in development of coding and performance test plans
* Conducting peer review activity on each phase of the project to deliver accurate code within the time pram.
* Preparing client delivery presentations conducting demos on each team.
* Performing the Unit Testing, UAT and evaluating the test results and pre-prepared documentations
* Development of Test Plans and Test Cases