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| **Manasa Ganeshan**  | mang.3089@gmail.com |
|  +91-9108383562 |

**PROFESSIONAL SUMMARY**

A Scrum practitioner with proven supporting business objectives with achievements in delivering results across business industries in a span of nearly 10 years.

As a Product Analyst having Techno Functional consultant skills, involved in Software Development Life Cycle (SDLC), Customer Relationship Management (CRM) to ensure decisive and innovative leadership and thrives in a dynamic fluid environment while remaining pragmatic and focused.

**CORE STRENGTHS**

Business Analysis

Salesforce CRM

Apttus CPQ & Salesforce CPQ

Veeva CRM

Agile using Scrum Methodology

Requirements Analysis

**EXPERIENCE**

Honeywell Technology Solutions, Bangalore, India

September-2018 to June-2020

***Client:*** Honeywell Building Technologies, Honeywell Aerospace Commercial & Customer Enablement Division

*Honeywell is a Fortune 100 company that invents and manufactures technologies to address tough challenges linked to global macrotrends such as safety, security, and energy.*

***CPQ Technical Product Owner (Senior Advanced Cloud Development on Salesforce)***

* Performed/Managed solution design, development and support including engagement in prototyping, proof of concepts for current and future projects relating to Shopping and Contract maintenance application for Honeywell businesses
* Ensured solution is scalable and meets overall business requirements
* Architected and developed Solutions on the Salesforce platform
* Acted as a liaison between Architects, Technical team, Functional team, Business Functions, and System Integrators to drive CPQ solutions.
* Conducted Solution Design reviews with project teams prior to development activities and ensure solution is scalable and meets customers' business requirements
* Guided technical team to deliver a flexible and scalable solution
* Provided mentorship and supervised developers
* Partnered with Architects on any landscape extension needs.
* Created process, policies and standards that drive towards commonality across the enterprise for CPQ

**Tech Mahindra Pvt Ltd**, Bangalore, India

January-2018 to September-2018

***Client:*** Apttus Corporation

*Apttus Corporation provides quote-to-cash software solutions delivered on the Salesforce platform. The company’s quote-to-cash software solutions include e-commerce, configure price quote, contract management, and revenue management solutions to enterprise, and small and medium business customers.*

***Associate Business Consultant & Apttus CPQ Lead (Salesforce – Apttus CPQ)***

* Partnering with Apttus on their Upgrade, Implementation and Maintenance project for Healthcare client
* Worked on Apttus product configuration, Constraint Rules, Contract management, Price matrix and Price Rule Sets.
* Worked on Apttus Upgrade Projects for CPQ and CLM
* Proficient in configuring Approval Process (Apttus), Search Filters and implemented custom logics through Apttus Pricing callback and Validation Callback
* In depth Knowledge in Workflows, Record Types, Approval Process, Roles, Custom Settings, Custom Metadata types, Process Builder, Profiles & permissions.
* Experience in tools like Data loader & Work bench, Deployment of change sets, Enhancement and development of requirements using Visualforce and Apex.
* Detailed POC done on Apttus Promotions and Collaboration features

**Renault Nissan**, Chennai, India

March-2015 to February-2017

***Client:*** Renault Sales & Marketing

*Groupe Renault is a French* [*multinational*](https://en.wikipedia.org/wiki/Multinational_corporation)[*automobile manufacturer*](https://en.wikipedia.org/wiki/Automotive_industry) *established in 1899. The company produces a range of cars and vans, and in the past has manufactured trucks, tractors, tanks, buses/coaches and* [*autorail*](https://en.wikipedia.org/wiki/Autorail) *vehicles.*

***Senior Business Analyst & Scrum Master (Salesforce – Sales Cloud)***

* Performed well as a leader and key contributor to building synergies between teams for knowledge sharing and working towards the success for the project. Travelled to France to establish the same.
* Acted as a liaison between departmental end-users, technical analyst, information technology analyst, consultants and other organizations in the analysis, design, configuration, testing and maintenance of CRM systems to ensure optimal operational performance.
* *In Salesforce, Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages. Worked on Salesforce Customization using APEX classes, Triggers and Visualforce*
* *Worked on Salesforce - .NET Integration at a basic level in the Offline Metro App UI implementation of the project*
* *Played significant role in implementing Talend Data Integration within the project which helps in data transfers between Salesforce and other external systems.*

**Accenture Service Pvt. Ltd**, Chennai, India

October 2014 – March 2015

***Client:*** Astra Zeneca

*AstraZeneca is a British-Swedish multinational pharmaceutical and biologics company headquartered in London, United Kingdom. It is the world's seventh-largest pharmaceutical company measured by 2012 prescription drug sales and has operations in over 100 countries*

***Business Analyst – (Salesforce – Veeva)***

* Elicited requirements and perform a qualitative research in sessions resulting in findings that are assessed and will uncover new requirements.
* *Performed Detailed Testing on Veeva and iRep application.*
* *Performed ETL testing for Veeva with other external applications.*
* Documented requirements of an existing system in determining the relationship of the new environment to the business need which would replace the new system or an existing system.
* Collaborated with business partners to define reporting and business intelligence requirements.
* Written support documentation, user guides, workflow processes and test cases.
* Constructed workflow charts and diagrams studying system capabilities, and writing specifications.

**Accenture Service Pvt. Ltd**, Chennai, India

September 2012- October 2014

***Client:*** Celgene

*Celgene Corporation is a global integrated biopharmaceutical company primarily engaged in the discovery, development and commercialization of innovative therapies designed to treat cancer and immune-inflammatory related diseases in patients with limited treatment options.*

***Senior Developer – (Salesforce – Veeva)***

* SFDC Administrative tasks like creating Users, Roles, Profiles, Page Layouts, Email Services, Workflows, Validation rules, Reports, Dashboards
* Experience in Data Migration using Import Wizard, Workbench and other integration tools like Apex Data Loader
* Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.

**Accenture Service Pvt. Ltd**, Chennai, India

June 2010- August 2012

***Client:*** VanLanschot Bankiers

*Van Lanschot NV is the holding company of F. van Lanschot Bankiers NV, the oldest independent bank in the Netherlands, with a history dating back to 1737. The bank focuses on three target groups: high net-worth individuals, medium-sized businesses (including family businesses) and institutional investors. Van Lanschot stands for high-quality services founded on integrated advice, personal service and customized solutions.*

***Developer – (Siebel – Financial Services)***

* Performed Configuration changes ranging from Small Changes to Projects.
* Coordinated with other teams (Message Broker and Mainframe) during the Integration Process with Siebel.
* Using ADM for Siebel Deployment, Export and Importing Smart script.
* Modifying a Database View used by the Data Ware House of the client
* Created around 90 help text pages using HTML and CSS for Siebel Financial Services Application used in Smart scripts

**PROFESSIONAL QUALIFICATION & CERTIFICATIONS**

***Bachelor of Technology (Electronics & Telematics)*** *– G.Narayanamma Institute of Tech & Science, Hyderabad, India (2010)*

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| **Certification** | **Discipline** | **Year** |
| *Salesforce PD1* | *Force.com Certified Developer*  | *August 2018* |
| *Apttus CPQ 401* | *Apttus CPQ Developer* | *June 2018* |
| *Apttus CPQ 201* | *Apttus CPQ(Configure-Price-Quote) Level 1* | *April 2018* |
| *CSM* | *Certified Scrum Master* | *September 2016* |
| *CCB* | *Credit Cards for Bankers (Indian Institute of Banking and Finance)* | *March 2014* |
| *Business Analyst* | *BCS-ISEB certified Business Analyst* | *October 2013* |
| *CAIIB* | *Banking(Indian Institute of Banking and Finance)* | *July 2012* |