

Jayashree Thakur

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925-858-9627

- Over nineteen years of experience in software development life cycle from concept through rollout and maintenance in various industries including high tech, aircraft engines, healthcare, telecommunications, e-commerce, consumer retail, financial including banking and credit union. Delivered projects on horizontal track of infrastructure, business intelligence, data migration too.
- Experienced on various platforms like cloud, client/server and mid-range computers. Cloud experience includes Salesforce SaaS platform, MaaS and cloud based API integration platform.
- Experienced on various software delivery methodologies like agile/scrum, hybrid, waterfall and SAFE software development life cycle (SDLC) methodology. Also experienced with onshore-offshore delivery model.
- Lead IT Release Manager at Salesforce and improved the portfolio to take on environments portfolio under the release management Team and increased the releases throughput during my tenure from 60+ in 2011 to 400+ by 2015 using the continuous integration, development and process improvement approach. Managed the Salesforce Sales and Marketing Cloud for 4.5 years.
- Pursuing Salesforce ADM 201 certification, followed by Salesforce Marketing Email certification.

Authorized to work in the US for any employer

Work Experience

Technical Project/Program Manager

Ring Central - Belmont, CA

November 2019 to January 2020

Successfully rolled out Partner Relationship Management (PRM) and supported the new partnership with Avaya in the Enterprise application landscape, which included integration touch points like New hardware phones, Netsuite, Talend Data Warehouse.

- Worked with a cross functional team to roll out the PRM on time and within budget. The business processes that were involved included Product Teams, Sales, Marketing, Enablement, Procurement, Finance (including Billing), Support and Professional Services.
- Deliverables included responding to the business requirements document with a functional design specifications document, test plan, test cases, user acceptance plan (with business) and cutover plan.

Business Analyst and Technical Program Manager

Google - Sunnyvale, CA

March 2019 to August 2019

Was part of the Salesforce Partner Relationship Management (PRM) Business Analyst Team and worked on data validation along with business users after the PRM application went live.

- Was responsible for writing the test scripts for User Acceptance Test and testing the PRM application from a business perspective.
- Was also the Program Manager for the PRM Data Track Team and reported on the business data validation status to the leadership. Worked with the business to ensure valid data got migrated from

legacy application to Salesforce PRM. Also, set the maintenance data upload process for business after the go live.

Program Release Manager

Aetna - Hartford, CT

December 2018 to February 2019

and San Francisco, California, US (remote with Aetna HQ at Connecticut)

Responsible for all cross-domain releases including Salesforce, internal and external integrations.

Improved the release process to bring in efficiencies of process-oriented release from past experience.

Received training in SAFE methodology. All the integrations were completed using API's.

Improved smooth delivery was achieved by:

- ❖ Publishing the consolidated release dates and the various milestones on sharepoint at enterprise level..
- ❖ Shared the release dates in the Scrum of Scrum and Governance meetings too for improved visibility. Also gathered risks and concerns from the cross functional and third parties in these meetings to mitigate or accept risks and and improve the release planning process.
- ❖ Created the roles and responsibilities matrix for each role on the release train and every touchpoint using the SAFE methodology. Also, brought in clear responsibilities and deliverables for the release train engineer per the SAFE methodology, which was a crucial role in the delivery process.
- ❖ Implemented the 'Ready to start' and 'Done' definitions of agile for improved handshake between touch points.

Salesforce Privacy Legal Program Manager

Salesforce.com - San Francisco, CA

June 2018 to July 2018

San Francisco, California, US

Led the Privacy Legal Team through the initial stages of implementing the automation of Customer Support cases for GDPR (General Data Protection Regulation) compliance worldwide.

Manually reviewed all the supportforce cases/concerns coming from customers/Partners/Users as well as employees on GDPR compliance. Also was responsible to improve the automation of supportforce cases assignment, templates for frequently asked questions from Users, Weekly status on Metrics of the GDPR related cases.

Salesforce Project Manager

HR Team Facebook - Menlo Park, CA

February 2018 to March 2018

Managed the cross functional teams for all HR initiated projects. I was assigned 3 projects, where I was working with the team to setup the scope , quality criteria, testing, UAT, adoption and schedule. Identified operational pain points and opportunities to improve meeting the published release schedule for the Team. Agile Methodology was used here.

IT Project plus Marketing Manager Safeway

Albertsons Companies - Pleasanton, CA

July 2017 to November 2017

Successfully rolled out Loyalty program's pilot initiative on point of sales SMS for increasing the registration of customers. The pilot integrated the Albertson branch's POS with Salesforce Marketing cloud, Mobile Checkout, infrastructure and other third parties. Personally, took the project from concept to delivery within a span of months (10 weeks) per the business requirement of rolling out

before the Thanksgiving rush and enable data gathering of purchasing patterns of customers. All integrations were done using API's.

- Worked with the Business Analyst and Solution Architect in IT fuel management retail team to bring a vendor provided service in house and save one million dollar (\$1 million) for the company. I facilitated all the discussions between the new vendor, Business and IT. My approved deliverables included the detailed project plan, the current and target process and solution design document. Agile methodology was used for both the projects.

Project Manager Okta

IT Program - San Francisco, CA

April 2017 to May 2017

San Francisco, California

- Responsible for rollout of Salesforce Steelbrick CPQ application for configure, price and quote flow and integrating with NetSuite by sun setting Zuora subscription application. This project involved cross functional interaction with the Okta Engineering, Salesforce professional services, third parties like DocuSign, business users and the internal IT delivery team namely , the hybrid development team and business analysts.

- The various tracks involved in the project were Development, Configuration and Data Migration. Completed assessing the status of the project and brought in process of agile methodology with the daily standup and follow through on issues and risks. Also published the weekly status reporting with the updated project plan.

Project Manager

IT Program - Pleasanton, CA

August 2016 to March 2017

Pleasanton, California

- Worked as a single point accountable for defining, implementing and promoting standard project plan, processes and tools for delivering multi-team and tracks projects. Report and monitor the estimates, schedule, plan and resources for the project phase(s). Also, negotiate the conflicting priorities when required.

- Successfully worked with the scrum teams to deliver 4 large projects with the help of the cross functional team including the user experience team, product managers, scrum team and release management using hybrid methodology. All integrations were done using API's.

- Responsibilities included managing the project deliverables, removing blockers and communicating the status of the project on a weekly basis to the Leadership.

- Projects were:

- ❖ Project #1: Access Anywhere: Mobile and online www.kp.org landing page project.

- ❖ Project #2: Cost Coverage: Landing page of patient cost coverage

- ❖ Project #3: Bill Payment consolidation for patients.

- ❖ Project #4: PCI information migration to a third party vendor to reduce the operations cost. Infrastructure project.

Release Manager

IT Program - San Francisco, CA

August 2011 to December 2015

San Francisco, California

- Successfully worked with Salesforce IT departments including the Marketing, Sales (org62) and Employee Success, to deliver major transformational initiatives. Was made the Lead IT release manager in July 2014 for exceptional performance.
- Created and executed the strategy for environment, code version control and releases (roll out) through detailed project planning and execution for each of the above departments.
- Enterprise Integration - Migrated to Mulesoft enterprise bus service integration (API) from legacy point to point integration in IT. All point to point integrations were replaced by API's.
- Identity Access Management - Mentored this new Team built having Vendor resources and rolled out identity access on Appexchange. Also known as Enterprise identity management. The goto market launch within the short time was a success.
- Sales BU: Successfully rolled out the multi-million dollar initiative to replace the legacy configure, price and quote (CPQ) application with Apttus (cost of project in the range of \$25 mm) - End to end implementation of CPQ tool - Apttus. The implementation included the contract management module too. We also had a data migration track with millions of records to be updated. I was responsible for the release and environment strategy of this large and complex initiative.
- Salesforce Marketing Cloud - Was the IT release manager for the Salesforce Marketing cloud for 4.5 years. Played crucial roles in all marketing cloud company acquisitions like Pardot , Exact target etc. Was the Lead IT release manager for bringing in the Exact target product features into the Salesforce Marketing cloud like product usage , upsell, journey builder etc. Also , lead IT release manager when Salesforce acquired the company RelateIQ. This brought in features like scoring the leads etc into the Salesforce marketing cloud. Used the following email templates for the following scenarios: a) Web to lead b) Web to Case c) Email to Case d) Assignment rules e) Escalation rules f) Auto- response rules. Also, experienced in Org migration as many companies were acquired by Salesforce.
- Once the initiatives were launched, was responsible for regular maintenance releases of the IT departments releases. This included Web Home page, Enterprise Integration, Identity Access, Employee Success, Sales, Finance, BI. I set the milestones and ensured the policies set by change advisory board were met successfully and reduced the number of unplanned releases to zero with continuous improvement on code quality.
- While Salesforce acquired many companies while I was an employee, my main role was to add the acquired companies products into the internal Salesforce implementation. Example - Pardot, Heroku, Exact target etc. Also was part of the Salesforce IQ merger for the IT Sales Application.
- Experienced in connecting the Saas application (Salesforce) to on-premise in house application (Oracle) for the lead to cash process flow of eCommerce.

Program Manager - Customer Service Management, StubHub

An eBay - San Francisco, CA

June 2010 to June 2011

Consistently delivered customer service technology projects through planned releases in a fast paced environment with the help of multi-located cross functional team including business, user experience, analytics, product, engineering, quality assurance, release management , fraud prevention and technical support. The accomplishments include large multi phased projects in ecommerce and CRM stack projects namely My Account, Seller 1099, Team works, Siebel and Fraud Prevention. Agile and Hybrid (Agile plus waterfall) methodology was used for all projects.

Technical Program Manager Internet Services Group

Wells Fargo - San Francisco, CA

November 2009 to May 2010

Worked on two large cross platform projects from Concept to project closure.

- One project was to ensure that the entire shared web servers in production have been upgraded to Solaris 10. The other project was leading the MS project server implementation at Internet Service department level. This helped rollup of projects within a portfolio for visibility to leadership. Enabling the alignment strategy to operations and monitoring the delivery performance.

Sr. Project Manager - Strategic Mobile Applications

ClairMail, Inc - Novato, CA

November 2008 to July 2009

Responsible for projects in the space of Banking, Payments and Alerts thru Mobile Application. This is basically e-banking through a mobile banking application and account clearing house (ACH)

- Led concurrent multiple projects at various financial institutions in implementing and integrating the ClairMail product with the financial institution's (FI) backend. Collaborated with external business team and internal team like product, solutions and testing team for successful implementation and rollout of the solution. I was responsible for the project kick off for implementing the mobile product for 5 banks and interacted with C suite personnel for them.

- Another strategic project was the FI alerts for a leading credit card firm in the US.

Consulting Project Manager and Business Analyst

Oracle Corporation - Pleasanton, CA

January 2008 to September 2008

Program Manager for Siebel Health Check for a Financial Institute in San Diego

- ❖ Led cross functional team to deliver this new offering to current Oracle customers.

Successful in selling the Health check package at a leading financial advisor based in San Diego.

Significant revenue impact to Oracle account involving Siebel Healthcheck

CRM Methodology Team Member (internal Project) ❖ Rolled out the final methodology with samples and training plus examination to 500 odd field consultants. Resulting in repeatable and consistent delivery throughout the CRM practice. ❖ Was also named the champion of the methodology in the field.

Oracle Retail Finance Implementation Shadow Project Manager and Business Consulting Project Manager at First American Credit Union, Salt Lake City , Utah ❖ Oracle Retail Finance Implementation Shadow Project Manager and Business Analyst for Integrations

- ❖ Improved the status of the project from 'Red' to 'Green' per the internal project audit standards with changes like project plan updates, setting scope change process, defect root cause analysis, escalation process and laying down the testing strategy. Also completed the business requirements phase of the integration of the credit union devices to Siebel.

Production Support and Release Manager

Visage Mobile - San Francisco, CA

January 2008 to September 2008

Played a strategic role at the client site in improving the performance of the production support team and the releases implemented for the client.

Integrations Project Manager and Siebel Process Lead

Hewlett Packard - Bengaluru, Karnataka

December 2004 to July 2006

India

Project Manager & Siebel Process Lead Launched practice governance model, software quality effectiveness and communication initiatives across Siebel practice of 550 plus team. Implemented

monthly "Healthcheck" review/monitoring of current status of projects to improve governance across practice. Raised the customer satisfaction survey score by 40%.

Siebel Integration Project Manager Successfully led a 15-member team for Siebel Version 7.5 roll out of R2.1 with 5 interfaces. The project execution was monitored through the quality process of CMM Level 5.

Project Manager/Team Lead

General Electric - Bengaluru, Karnataka

January 2002 to October 2004

India

GE Healthcare Project Manager Clinical Information Systems Successfully rolled out the Centricity Periop Manager application to 275 hospitals across US.

GE Aircraft Engines (Siebel COE Lead) Successfully rolled out the Digital Sales System to worldwide salesforce with 1500 users on time and within budget.

CRM Program Manager/Business Analyst

GT e Solutions - Hyderabad, Telangana

June 2000 to December 2001

India

- Was responsible for increasing the customer base of Siebel implementations in India. Once the Sales team gave leads on the opportunities, met the customer and gathered the requirements for a prototype and giving a demo and helping the opportunity move along the Sales process.

- Worked as a business analyst for a new product named, Stridz, which was a pharma CRM on Visual Basic. As I knew Siebel and was giving sales demos to companies like Astra Zeneca and the like, I was providing the requirements to the Development manager and Architects.

CRM Program Manager

Zefer Corp - Boston, MA

June 1999 to May 2000

and San Francisco , CA

Implemented Siebel for internal sales team and integrated with Evolve (a resource management tool) . Siebel was installed at Corio , a organization that provided centralized implementation of Siebel to small organizations like Zefer (kind of Salesforce implementation on cloud that we have now but cannot make changes to the Siebel implementation).

Mother's Cookies Business Analyst/Developer

September 1998 to December 1998

Worked on fixing payroll application bugs and re-write programs which were causing a lot of production issues (Application Development and Application Integration).

AS/400 Software independent consultant

San Francisco Bay Area, CA

March 1996 to December 1998

Developer

McCosker Corporation Business Analyst

March 1996 to April 1998

Worked as a business analyst/architect/developer for AS/400 based product on Home Warranty Application (Application Development and Application Integration) . Developed features to track each home's warranty details and customer details. This product was implemented successfully and taken over for maintenance by a new junior contractor, who was mentored by me.

Sr. Software Engineer

Linc Software Services - Bengaluru, Karnataka

August 1992 to October 1994

India

❖ Internal Projects

➤ Developed a product for adding columns using on AS/400 platform.

❖ Consulting role at Client Sites ;

➤ Infosys

* Reebok project - Developed application for Reebok, UK with Team Lead from Infosys using waterfall methodology. Code delivered on time and per project plan as Test cases were developed and approved by Team Lead before writing code. Test cases were developed based on requirements and design document provided by Team Lead.

➤ Index Computing

* ANZ bank - Developed application for ANZ bank , Australia using waterfall methodology. Delivered code on time. Estimates provided by me for my code.

➤ Tata Informatics

* Worked on porting a AS/400 BPICS application into 'C' using a tool. Experience on application development, integration and SQL Server.

➤ Clients worked after being sent to USA thru Linc Software , New York, USA

* Staten Island University Hospital

● Baxter project - Developed code for searching the right medicines based on search criteria.

● Payroll Application - Developed code for enhancing the reports for payroll department.

Software Executive Developed code

Computer Point - IN

June 1991 to July 1992

for class scheduling using Foxbase. Took classes for students on Unix, Relational Database and Basic computer classes. Was named the best Teacher by students and the counselor.

Education

Master of Computer Applications in Computer Applications

Anna University

Bachelor of Commerce in Commerce

Madras University - Chennai, Tamil Nadu

Skills

- Platforms and Tools: Salesforce (Partner Management , Sales Cloud, Marketing Cloud and Service Cloud) , Siebel, Tableau, Zuora, Apttus, Netsuite, Mulesoft.
- Programming Languages: C, SQL

- Project and Program Management: Project Management Professional , Scrum Master Certification, GE Six Sigma Green Belt, SAFE Scaled Agile delivery methodology, Jira, Confluence, Rally, Microsoft Sharepoint/Project professional, Release Management, Environment Management.
- Google Cloud Platform