Lakshmi Narasimha Rao Seenamsetty

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Professional Summary

Dynamic and self motivated professional with 6+ years of experience in IT and Airline Industry as Salesforce Administrator, software Tester and Business Analyst. Worked for various domestic and international Airlines as well as software companies focused to deliver Customer-Centric application. Well-versed in Software Test Life Cycle, Software Development Life Cycle and project implementation.

Work History

Business Analyst/Salesforce Administrator
Cloudbyz India Pvt Ltd   **Aug 2022 to Till date**

- Responsible for overall Business Analysis, requirement gathering and implementation of the project.
- Collaborating with developers, testers and clients to complete the project within agreed timelines.
- Reviewing test plans and effort estimations, following up on the product road map and delivering the required deliverables.
- Created and customised Reports and Dashboards based on client requirements.
- Giving demos and training on the developed application and functionalities.
- Automating the process using different types of Flows wherever is needed.
- Implementing Salesforce Security for various profiles and users.

Salesforce Administrator
AirAsia India Ltd   **Mar 2021 to Aug 2022**

- Responsible for overall Business Analysis, requirement gathering and customisation of the application.
- Product owner for Chatbot, collaborating with cross-functional teams to create best practices.
- Performed daily activities like user management, creating and customising reports based on management needs.
- Taking data back-up from audit trails to keep a track of all the setting changes.
- Worked on multiple types of Flows. Implemented Salesforce automation using Email-to-Case and Web-to-Case forms. Involved in troubleshooting and end-to-end testing.

Associate IT Consultant
ITC Infotech India Ltd   **Jan 2017 to Nov 2020**

- Understanding the client requirements and functionality of the system.
- Worked on CR's during onsite visit. Retesting of cases where defects have been fixed.
- Collaborating with developers, LHG Business and LHG IT on issue resolution for incidents raised and escalated SLA breach. Bug reporting and bug management in JIRA and Bugzilla.
- Replicating the issues reported during the support process, preparing test data and executing scenarios to validate incidents fixed and updating status of incidents in JIRA and Bugzilla.

Senior Customer Care Executive
Trubo Megha Airways Pvt Ltd   **Jun 2015 to Jan 2017**

- Handling inbound calls. Resolving guests queries and complaints.
- Triggering flight delay and cancellation notifications.
- Assisting team on handling guest queries. Coordinating with Airport ground staff.

Technical Skills

- Salesforce Lightning Experience
- Page Layouts, Lightning App Builder
- Case Management
- Custom Objects, Custom Tabs
- Validation Rules, Flows
- Data Import Wizard, Data Loader
- Reports and Dashboards
- Approval process, Web-to-Case
- Salesforce Security
- MFA, Chatter, Salesforce Community Portal
- Manual Testing, Functional Testing, Retesting
- Bug Management, Jira, Bugzilla
- CTMS(Clinical Trials Management Systems), PR(Patient Recruiting Module).

Soft Skills

Team Work, Analytical Thinking, Listening.

Certifications

IATA Air Cargo Diploma

Achievements

- Received best performance of the project award from the client (Swiss International Airlines).
- Received best employee of the year in Turbo Megha Airways Pvt Ltd.

Education

Bachelor of Technology - 66%
(Information Technology)
2008-2012
Nagarjuna University – Guntur, A.P, India

Passport: K5546642