# SANGEETA SHUKLA

**Technical Program Manager |** **cell: 408-480-3030 | email: sangeetas727@gmail.com**

SUMMARY

* Over 22 years of experience in executing **Program Management,** **Product Management**, **Vision & Strategy**, **IT Solution Analysis** & **Architecture**, **Business Process Analysis**, **AI** and **Data Governance Metrics**
* 14 years of experience on Analysis/Configuration/Development Experience in **Salesforce Lightning migration,** **SFDC Sales/Service/Community Cloud, Contract Legal Management/CPQ** on **Lead-To-Cash** /**Order Management** process flows.
* Successfully implemented multiple Integration projects using **Cast Iron, Informatica, Oracle, MDM and Seal.**
* 10 years of experience in **Agile Scrum** – User Stories, BL grooming, Sprint Planning, Sprint Retro, DSU
* 10 years of experience on **Waterfall**/**PM** – **Gantt Charts**, Project Status, Risk Management, BRD, FRD, Design Docs, UAT Script, Communications, User Training, Deploy Steps, User Adoption Rate
* Adopted and advocated best practices on hybrid models of Waterfall & Agile SCRUM.
* Hands-On **ADMIN** experience on **DocuSign, Veeva, Salesforce, Apttus CLM, Apttus CPQ**

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| **Education*** **Calcutta University - Bachelors in Computer Science & Mathematics**
* **IBM ACE - Post Graduate Diploma in Computer Science & Application Development**
* **Apttus Inc - APTTUS 201 CLM Certified**
* **Certified Lotus Specialist (CLS)**
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TECHNICAL SKILLS

* Sales Force Apps – APTTUS, DocuSign, SEAL
* SFDC – Lightning, Marketing Cloud, Sales Cloud, Salesforce CPQ, Service Cloud, Partner Portal, Community Portal
* Legal – APTTUS CLM, Intellectual Property Software Licensing
* CPQ - APTTUS CPQ, BMI, OMNI, Salesforce CPQ
* Service Cloud – Service Max App
* Reporting Tool – QlikView, Actuate 9i, Business Objects 6.5, SFDC Reporting, Tableau, Salesforce WAVE Analytics
* Marketing Tool- Marketo, OpenPriseTech
* IDE - Eclipse 3.x, Force.com Eclipse IDE Plug-in
* Database –Oracle 10g/9i/8i, DB2, SQL Server
* Languages – C, C++, VC++, PL/SQL, HTML, Lotus Script, Java Script, Apex and Visualforce
* Integration Tools – Cast Iron Studio 4.5.12, Prod 4.5.0.3, Informatica, DocuSign, SEAL, Snowflake

**PROFESSIONAL EXPERIENCE**

**Coinbase | Technical Program Manager - EAA (Integrations)**

Remote | December 2021 - Present

***Managed the implementation of HR Data Lake Integration Program from disparate HR sources to Snowflake for predictive data analysis***

The project envisages creation of a well designed & organized data warehouse to store all the employee data, recruitment process data & data generated from various surveys conducted in the organization. The project scope also involves creating new dashboards that would provide a brief snapshot of various metrics and KPIs from a human resources point of view.

Responsibilities:

Providing weekly updates to executive management outlining overall program health; Creating program plan & milestones; Managing all activities (big and small) around different phases of the program and maintaining RAID log; Creating UAT Plan; Discussing UAT Strategies and scenarios with UAT users; Conducting LIVE UAT sessions, incorporating feedback, bug triaging & re-testing. Acquire approval & sign - offs; Launch the program and monitor post production issues during Hypercare

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**Intuitive Surgical | Sr. Project Manager - Sales & Marketing**

Sunnyvale | May 2021 - November 2021

***Managed application enhancements and integration of Calendar Events (Global Corporate & Marketing) built in Salesforce with invitation and responses sent from Marketo.***

Sales and Marketing would monitor closely the automatic updates of the events & RSVP tracking and take actions accordingly. Deployed Globally. For reporting requirements, data was integrated from SFDC -> Snowflake to generate dashboards in Tableau

Responsibilities:

Managing resources, delivery timelines, RAID log, providing weekly updates to IT & business key stake holders; Managed requirement gathering, solution design and functional specs during Blueprint Phase; Followed Agile manifesto for Build phase; lead UAT Phase and business sign-off; Created Cutover Plan for Global Rollout and actively participated in release management activities.

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Menlo Park | June 2020 – May 2021

***Managed and supported the Legal Matter Management (LMM) Program with its initial build, enhancements, data migration, integration and report automation across various Legal Teams***

LMM is an enterprise product built and managed internally by the enterprise engineering team at Facebook. The program has global outreach and is intended to provide a consistent mechanism and single source/record of truth on legal matters and beyond.

Responsibilities:

Managing the delivery timelines and risk call outs for LMM Program, participating in the vision and strategy for the enhancement of the LMM product, gathering requirements and creating tasks, performing admin tasks, mapping requirements into technical design and proposed solution, participating in Sprint ceremonies, being actively involved with integration, data warehouse & data analytics team to manage expectations

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San Jose | June 2019 - June 2020

***Managed design, architecture, enablement of Salesforce Lightning Program for Service Cloud Team***

***Managed & participated in architecting the design /solution of Enterprise Agreement Customers in the Q2O Process***

 The Cisco Enterprise Agreement (EA) is a buying program that helps organizations purchase, consume and manage Cisco technology across the software portfolio with a 3- or 5-year cross-platform agreement that includes unified terms and conditions. Availability of Duo Products within Cisco EA Buying Programs achieves a value driver in the acquisition justification to facilitate Sales Lift.

Responsibilities:

Managing the delivery timelines and risk call outs for EA Program, Designing E2E Architecture (CCW, SFDC, MuleSoft, Snowflake), Identifying Gaps in Design & Solution, Studying Lightning readiness & assessment check, Gap analysis of Service cloud features, Integration Data Mapping Solution & Design, Program schedule timelines/burn chart reports, building use cases, managed timelines and delivery risks.

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**Twitter | Sr. Product Manager / Apttus CLM BSA**

San Francisco | June 2018 – May 2019

***Implemented Vision, Strategy & Execution of Quarterly Roadmap projects for Sales Operations team.***

***Managed Implementation and analysis of E2E projects for Apttus4All team (Sales, Sales Finance, TRA, Legal)***

Responsibilities:

Using Gantt Charts to track roadmaps; participate in evolvement of business process analysis; participate in technical solution design for alternate proposals; evolve with enhancement requests on application of the products; perform product management activities by prioritizing the Backlog with business, sprint planning/user story demos, refining user stories with DODs, resource & capacity allocation; perform BA activities: creating BRD, FRD, configuration setup, UAT scripts for A4A projects using Apttus CLM

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San Francisco | May 2017 – May 2018

***Managed Implementation of Account Clean & Opportunity Clean projects run by Data Governance & Data strategy team.***

***Managed Implementation of some Lightning components and features in Sales Cloud***

Responsibilities:

Involved in analysis and execution of following features in lightning: Apex Lead Convert, Opportunity Kanban board, Lightning reports, Accounts Insights. Actively participated from requirements to delivery of Org62 Account Clean & Opportunity Clean projects. Wrote BRD, FRD, UAT Scripts. Played the role of Product owner in the Agile Scrum model during the Build milestone of the projects.

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South San Francisco | September 2016 – May 2017

***Service Cloud implementation of Synapse Wave 2 project on Inquiry Management, Content Management and Fulfillment modules for US and Canada***

Responsibilities:

Writing user stories for sprint backlog, performing gap analysis, comparing OOB with custom design, functional specifications with user stories that participate in integrations (CMS, Web forms, Customer etc), performing functional testing of the application

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Palo Alto | June 2014 – September 2016

***Advanced Legal Admin enhancing and maintaining APTTUS Contract Management application and managing 825 users.***

Responsibilities:

Providing business requirements, functional requirements and data analysis for enhancements of the application. Troubleshooting, debugging, configuration, setup, data cleansing and performing all other Salesforce Admin activity

**Certified APTTUS Advanced Admin**

Actively participating in split activities of the organizations (Inc and Enterprise) for Separation Management Office

Hands-On Admin for DocuSign-Salesforce connectivity enabling DocuSign users to access Salesforce and connection setup

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Milpitas | January 2013 – April 2014

***Unity Program involves Salesforce implementation in the Sales cloud & Service Cloud; data integrated from various technical tools.***

Responsibilities:

Gathering business requirements to write BRDs (Sales, Marketing,CPQ); performing analysis for FRDs to lead the Design Phase of the Project Life cycle.

Being actively involved in the initial phase of the implementation of Sales Cloud and Service Cloud using ServiceMax, BMI configuration tool, Boomi from their existing OMNI and SAP ERP system.

**Adobe Systems | Sr. Salesforce BSA/Consultant**

San Jose | January 2012 – December 2012

***Adobe Partner Channel program is responsible for sequential regional rollouts: Americas, APAC and S.Korea on Deal Registration Process and enhancements****.*

Responsibilities:

Analyzing, Designing, Testing, being the primary contact for UAT phase and also being part of the implementation team to deliver:

The claim Rebate process; Delegate Approver; Promotions; Deal Registration Approval process.

**Apttus Inc. | Solution Architect**

San Mateo | January 2011 – December 2011

***Managed CLM (Contract Legal Management) and CPQ (Configure-Price-Quote) projects with various clients being in the Professional Services Team.***

Responsibilities:

Solution design, Configuration, setup, troubleshooting, debugging code and modifying code. Implementing solution from biz req.

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**Lawrence National Berkeley Laboratory | Senior IT Consultant**

Berkeley | October 2007 – November 2010

***The Radiological Authorization Data and Report (RADAR) database is the primary tool used by the Radiation Protection Group (RPG) for creating and tracking all radiological authorizations.***

Responsibilities:

Salesforce configuration components: workflows/ approval process/ pagelayouts/roles/profiles/sharing rules/formulas/Apex code

**Electronic Arts | Oracle/ETL Consultant**

Redwood Shores | August 2005 – September 2007

***Electronic Arts (EA) is an American developer, marketer, publisher, and distributor of computer and video games.***

Responsibilities:

Extracted/Loaded data from and to Oracle databases. Also created flat file targets in mappings to act as flat file lookups in subsequent mappings. Performed unit level testing & resolved issues.

**Mindteck India Ltd | Software Engineer**

WB, India | July 1998 – July 2002

***QMX (Quality Management System), a suite of Lotus Notes based applications, provides the foundation for the Quality Management System of a company.***

Responsibilities:

Actively participated in waterfall projects as Lotus Notes developer for QMX

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