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**Professional Summary:**

* Having total 10+ years of experience in handling multiple roles including Customer Delivery Engagements, Release Manager, and Environment management on Agile, incident, and problem and change management activities. Mostly involved in scrum calls to understand client requirements and queries.
* Have 5+ years of proven experience to manage and mentor big offshore technical team and handled responsibilities of customer and team engagement.
* Having experience on Proper Resource Planning for different projects, Provided LOE(Level Of Efforts) in man days and planned for billable utilisation targets for the team
* Provided high level customer service including escalations as a Technical Support Manager and Application Support Manager.
* Having extensive knowledge in implementing, customizing and maintaining Banking and Telecom applications.
* Played a vital role as a Client Advocate, salesforce consultant, Salesforce Release Manager / SFDC Release Manager.
* Identifying the problems/defects and debug the issues by analysing the logs and arrange for its resolution.
* Preparation and submission of root cause analysis.
* Have understanding of Salesforce products including Sales cloud, Service cloud, Community cloud, and Marketing Clouds.
* Involved in planning release windows and the overall release lifecycle
* Active involvement in creating release deployment run books and rollback contingency.
* Managing risks that may affect release scope. Measure and monitor progress
* Have good understanding of Continuous Delivery and Continuous Integration (CD/CI) pipelines
* Excellent team management and stakeholder management skills to deliver solution services in a critical to business operational environment.
* Capable of Manage relationships and coordinate projects between different teams
* Practical working experience of applying agile development approaches, methods, including release and sprint planning and execution.
* Ability to work independently as well in a highly collaborative, team-based environment.
* Communicate release schedule and changes to stakeholders.
* Design and track relevant metrics for releases. Coordinate Branching and merging strategies.Drive release process improvement initiatives.
* Manage risks and resolves issues that affect the schedule or release scope.

**Education:-**

* **M.Tech( CSE)** from **JNTU, Hyderabad**
* **B.Tech( CSE)** from **JNTU, Hyderabad**

**Onsite Experience: -** Have visited client site at Brazil for client engagements as part of requirements gathering and involved in project demonstrations.

**Technical Skills:**

Languages : Apex, core Java, SQL

DevOps Tools : Change Sets, Copado, Flosum, Azure Devops (VSTS)

Web Technologies : Visual Force, Salesforce Lightning, HTML & JavaScript.

General Tools : JIRA, Winscp, Postman and Microsoft Office

**Work Experience:**

1. **Delivery Manager** (Customer Engagement)

Organization: Netcracker Technology Solutions Pvt Ltd.

Role: Delivery Manager (Customer Engagement)

Duration: March 2019 to till date

**Project Description:**

# This project is Telecom domain and our client is an American telecom technology company that provides cable and data services to the customers. As part of this project, Bright House Networks deploys Netcracker CRM Solution to enhance Customer Experience and Deliver Greater Personalization.

CRMLite Solutions enable Bright House Networks to Simplify and Streamline Customer Management. BHN uses ICOMS Product for their customer and service management, as it was developed in AS400 technology. It is very difficult to do modifications to their services as per the customer request, when the customer was in call. To make the job of the CSR easy BHN chooses a CRM product from Netcracker.

**Responsibilities:-**

* Involved in gathering and Prepare Business requirements by interacting with client and with multiple upstream/downstream stakeholders on daily basis.
* Worked on Integration with different systems.
* As Project follows Agile methodology, used salesforce standard “Kan Ban” board to create/update user stories for every release.
* Used Azure Devops tool to deploy the code changes into different environments.
* Followed best practices to write apex classes / pages / triggers / test classes.
* Implemented Test Classes to cover positive and negative use cases to achieved close to 100% coverage
* Agile delivery planning and support
* Plan and document the requirements.
* Analyse, Estimate and Model the requirements.
* Perform gap/Impact analysis.
* Co-coordinating with build, testing and business teams for end to end implementation of project.
* Co-coordinating with business teams to get sign-off for production deployment.

**Environment:** Salesforce.com CRM, Apex Classes, Visual Force Pages, Sites, Triggers, SOQL, SOSL Queries, Batch Apex, Workflows, Approval Process and Data Loader

1. **Delivery Manager** (Customer Engagement)

Organization: Netcracker Technology Solutions Pvt Ltd.

Role: Delivery Manager (Customer Engagement)

Duration: March 2016 to Feb 2019

**Project Description:**

# For Small and Medium Business customers, the client Time Warner cable, an American telecom technology company that provides cable and data services to the customers. As part of this project, Time Warner Cable deploys Netcracker Atlas Solution to enhance Customer Experience and Deliver Greater Personalization.

Atlas Solutions enable Bright House Networks to Simplify and Streamline Customer Management.TWC uses ICOMS Product for their customer and service management, as it was developed in AS400 technology. It is very difficult to do modifications to their services as per the customer request, when the customer was in call. To make the job of the CSR easy TWC chooses a CRM-Atlas product from Netcracker.

**Responsibilities:-**

* Gather the requirements and analysis.
* Developed Apex Classes and Triggers to support the custom functionality.
* Involved in writing the Client side validations using JavaScript.
* Created sites and enabled partner community and override the standard community pages.
* Generated stub using SAP wsdl files in salesforce and tested wsdl using SOAP UI tool.
* Developed Visual force pages for some standard Objects and Overridden.
* Created test classes for code coverage and created custom settings for sap authentication.
* Deployed Meta data using changes sets.
* Involved client meeting for any new enhancements.

**Environment:** JAVA, Weblogic

1. **Java Production Support Analyst**

Client: ICICI Bank

Organization: 3i-infotech

Duration: April2011 to April 2013

**Project Description:**

The RTGS module is the facility provided to the customers of the Corporate Internet Banking Application to transfer the funds in real time. In this mode once the transaction is initiated by the customer the request flow was CIB-UBPS-ONS-CDCI-Finacle-CDCI-ONS-CIB-UBPS. Here we use the UBPS back end system to store the payee information and transaction details only.

But in the above flow there were many issues faced by the customers due to ONS login fail. So we decided to bypass the ONS services and the transaction directly hits the CDCI socket once RTGS transaction request is posted from CIB channel. Here the request is fired in ISO8583 format. Now the new transaction flow is: CIB-UBPS-CDCI-Finacle-CDCI-CIB-UBPS. In this new architecture also we use the UBPS back end system to store the payee information and transaction details only.

In addition to the above new architecture changes have completed the implementation of RBI mandates also. Here the mandate is to pass the purpose code and priority code while initiating the RTGS transaction and to generate 22 digit UTR number.

Also started the UAT for “RTGS scheduled Transactions”.

**Responsibilities:**

* Developed view pages in JSP.
* Involved in UAT and CUG deployment and supported for business testing.
* Used Log4j Framework for logging and debugging the application and to create the log files in development and production servers.
* Used the property files to configure host and port details of back end systems and arranged to establish the connection by opening the ports.
* Involved in production deployment with proper live deployment note and supported for monitoring the RTGS module post live.
* Handled all the live issues pre and post production deployment.

**Environment:** JAVA, Websphere

1. **Java Production Support Analyst**

Client: ICICI Bank

Organization: 3i-infotech

Duration: April 2013 to August 2015

**Project Description:**

In Corporate Internet Banking India whenever a new corporate and corporate user created, the bank has to dispatch the details like corporate ID, user ID, Login password and transaction passwords.

If we send all the details in a single envelop there is a chance of misuse in fraudster’s hand. So to avoid this we have proposed to split envelop in to two. So in the first envelop only corporate ID and user ID will printed / dispatched. And in the second envelop only passwords will printed / dispatched.

**Responsibilities:-**

* Developed java classes to update the customer details in data base.
* Involved in UAT and CUG deployment and supported for business testing.
* Used Log4j Framework for logging and debugging the application and to create the log files in development and production servers.
* Used the property files to configure the length validations and alerts information.
* Involved in production deployment with proper live deployment note and supported for monitoring the regular dispatch activities.
* Handled all the live issues pre and post production deployment.

**Environment:** JAVA, Websphere