**Himanshu Sethi**

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**Professional Summary:**

* Overall, 11 years of experience in IT industry, includes 3+ years in Project management work role and 6 +years in Salesforce Functional Consultant / Business Analyst, Testing and Administration, Production Support Activities and experience in QA, manual testing, performance testing.
* Experienced in working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
* Gaining knowledge in AWS Solution Architect by self-learning and interested to work in AWS Cloud platform.
* Having 3 year experience in Deployment part, Deploying Patches/ DB Scripts / Images/ Code fix on UAT and PROD servers using deployment tools like Jenkins, Open Shift Container, Ansible, FTP, POSTMAN for API testing and Ticket Management Tool for creating change tickets before deployment.
* Experienced in Scoping Phase, Gap Analysis, Testing, and Implementation Phase.
* Strong requirements gathering experience using JAD Sessions & Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS), BRD, TDD.
* Managing a team of 8-10 folks which are working in PROD Support, dev projects and BA / Admin areas.
* Remarkable experience in product life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers, and support teams, outstanding troubleshoot workflow issues and superior communication skills.
* Worked with Apex Data Loader tool to migrate the data from other excel, Data loader, Import wizard.
* Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Handling PROD, UAT Issues, Troubleshooting Tickets and NMC Calls on hunting numbers from users for most critical issues which is 24\*7 applicable.
* Having knowledge on Telecom Domain – OSS, BSS applications like Network Monitoring Tool, applications like IP(Installation Protocol).
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management and Call Center.
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.
* Gathered information from various sources and evaluate them according to the client\'s needs.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**Certification:**

* Salesforce Certified Platform Developer 1. Certification Number – 10200225
* ISEB / ISTQB BCS Certified Tester Foundation Level. Certification No: sr7751556

**Domain Knowledge:** Telecom, Oil & Gas, Energy & Utilities, Retail

**Employment Summary:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Employer** | **Designation** | **From** | **To** |
| Hughes Systique Pvt Ltd. | Engineering Manager | 01st Feb 2018 | Till Date |
| IBM | Advisory System Analyst | June 2016 | Jan 2018 |
| Birlasoft Ltd. Noida | Sr. Software Engineer | Nov 2013 | June 2016 |
| InRhythm Solutions Pvt Ltd. Hyderabad | QA Engineer | Sept 2012 | Nov 2013 |
| Cyient Ltd. (Formerly known as Infotech Enterprises Ltd.) Hyderabad | Software Engineer | July-2010 | Aug-2012 |

# **Technical Skills:**

**Salesforce.com Modules Sales Cloud:** Salesforce automation including Leads,

Web to lead, Accounts, Contacts, Opportunities, Contract, Partner Portal

**Service Cloud:** Cases, Solutions, Ideas, Customer Portal, Customer Self Service portal, web to case, email to case

**Deployment Tools:-** Jenkins, Ansible Tower, Open Shift Containers, Putty, WinScp, POSTMAN API Testing Tool etc…

**Configuration Skills:** SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Cases, Solutions, Ideas, Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Reports, Dashboards, Formula Fields and Cross Object, Formula Fields.

**Testing Skills & Tools:** Manual Testing, Functional Testing, Database Testing, Performance Testing (HP LoadRunner 11.0), QC, BugZilla, JIRA

**Data Migration Skills & Tools:** Data Analysis, Data Cleansing, Data Normalization, Data Migration, Salesforce.com Data Loader

**Business Modeling Tools:** Use Cases, Wireframes, MS Visio, MS- Project

**Design/Development Methodologies:** Agile-Scrum

**Other:** MS Word, MS Excel, MS PowerPoint, MS-Project, MS Outlook

**Project Description:**

## Hughes Systique Feb 2018 – Till Date

**Salesforce Functional, Production Support, Admin & Configuration**

**Project in Hughes: Deep Support System (HNS Client)**

**Job Duties and Responsibilities:**

* Analyze the Business and Functional requirements to identify any missing gaps in functionality.
* Identifying technology limitations in the existing system and associated processes.
* Leading a team of 7-8 folks in current project and deliver the tasks to client on time.
* Gathering requirement from the clients and preparing the Design Document and Software Functional Specification document for the design and development of the software features.
* Performing production support activities in Salesforce CRM application for end to end support to client.
* The requirements are validated from technical stand point and technical analysis and feasibility study is performed for development and testing of the feature.
* Involved in data loading activities, developing and maintain program code to meet system requirements, system designs and technical specifications in accordance with quality accredited standards.
* Developing, updating and maintaining technical program, end user documentation and operational procedures.
* Identifying issues raised in ServiceNow tool by users and resolve the bugs.
* Worked closely with Project Stakeholders, Onsite SME, Customers in definition and execution of project deliverables and the day to day management of entire project.
* Involved in taking the inputs from team members of different applications for customer satisfactory score and prepare the data for status update to management.

## Thames Water UK June 2016 – Jan 2018

**Salesforce Functional Business Analyst**

**Project in IBM:**

As part of the Retail Strategy, Thames Water is looking for options to build immediate capabilities within key areas:

* Customer relationship and account management
* Marketing and communications campaign management
* Customer segmentation and analytics

**Roles and Responsibilities:**

* Leading a cluster in project of 4 applications in which 5-6 peoples are involve.
* Involved in knowledge training on Salesforce applications from other vendor (Wipro) for Thames Water UK.
* Attended Daily Knowledge training sessions, gathered business requirement and requirement analysis on project scope.
* Maintaining documents like SMTD, BRD, TDD, work tracker sheet, Weekly dashboard updating tasks and handover signoff documents to client.
* Incharge of conducting the UAT with the Business users and gathering feedback and providing the same to the Development team.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation
* Fully Involved in Sales Cloud and Service Cloud applications in project.
* Created various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Conducted GAP Analysis and enhanced business process by integration
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Designed various types Email templates for auto response to customers.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the BA Sales force team and support end users.

## GE Oil & Gas May 2015 – June 2016

**Salesforce Business Analyst and Support**

**Project in Birlasoft: GE Oil & Gas**

GE Oil & Gas is the innovator and world leader in bedside, point-of-care ultrasound and required Salesforce for full sales and support functionality, mostly customization of standard objects with some additional custom objects. It also required Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.

**Roles and Responsibilities:**

* Primarily involved in developing prototype of the application as proof of concept (POC) for business team and as a guideline for development team.
* Facilitated and led group discussions to elicit requirements in Joint Application Development (JAD) sessions by communicating with documented business requirement document working prototype and work flow diagrams.
* Deployed, configured and supported the prototype application for its demo /UAT for various line of business from various cities, prepared deck for UAT & gathered feedback and followed up with further updates on the prototype and related documents.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Primarily involved in developing use case document for the application, traceability matrix, system requirement specification (SRS) and presentations for proposed solutions
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE.
* Pleasant experience in Salesforce.com Configuration of roles, profiles, user accounts, implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.

## GE Power & Water Jan 2015 – April 2015

**Salesforce ServiceMax Business System Analyst**

**Project in Birlasoft: GE Power & Water**

GE Power & Water is the innovator and world leader in bedside, point-of-care ultrasound and required Salesforce for full sales and support functionality, mostly customization of standard objects with some additional custom objects. It also required Customized Dashboards to track usage for productivity and performance of business centers and their sales teams.

**Roles and Responsibilities:**

* Liaison between the business client and technology team—developers, system architecture, and QA Testers
* Gather requirements through interviews with the client and referring to existing documentation and procedures
* Translate business requirements into functional specifications and creating High Level Design documents
* Perform GAP Analysis of the ‘as-is’ and ‘to-be’ system
* Create Data Flow diagrams and process flow diagrams to facilitate better system understanding.
* Document procedures to engage vendors for Level 3 Support.
* Liaison between Access Management Team and Level 3 Support—involved in Case Management Initiative as part of the Project New BAC.
* Extensively use MS office communicator and MS Live Meeting to conduct and participate in various project meetings

## Xerox USA Nov 2013 – Dec 2014

**Salesforce Admin/Business Analyst**

**Project in Birlasoft: NA Meter Supplies System**

Xerox provides printers, cartridges, inks, copying machines required Salesforce for full sales and support functionality, mostly customization of standard objects with some additional custom objects. It also required Customized Dashboards to the track usage for productivity and performance of business centers and their sales teams.

**Roles and Responsibilities:**

* Created Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, and Account.
* Experience in daily customer service through telephone and email communication. Provided basic, premier, and administrative level support for users of the Salesforce application.
* Conducted administrative duties which include working with C- level executives, system administrators, and end users to gather their business requirements then developing customized solutions to meet their needs.
* Interacted with business operations, understand business model, involved in gathering requirements, communicated business process, translated needs into salesforce terms, developed data model, defined objects and relations.
* Configured security and organizational hierarchy for sales for Salesforce implementation.
* Customized page layouts for Salesforce standard and custom objects.
* Configured Reports for custom objects and associated them to Dashboard.
* Involved in Design and development of Workflows rules, triggers, validation rules and other customizations with Salesforce.
* Administered Salesforce CRM applications for Sales, Marketing and Support Departments.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for integrity of the data.
* Analyzed the business processes for the three divisions in the organization that are using sales force.
* Set up visibility securities like roles, profiles, field level securities. Set up person accounts in sandbox.

## Altria USA Sept 2012 – Nov 2013

**QA Engineer**

**Project in InRhythm Solutions Pvt Ltd.:** **InfoDashboard & Sales Edge Online Reporting Application**

Mainly focused on the following areas: -

* Lead Management - Manual creation of Leads in SFDC
* Accounts Management - Account Creation process (SAP - SFDC integration), Account Update process, Account Delete process
* Contact Management - Contact Creation process, Contact Update process, Contact Delete process
* Opportunity Management - Opportunity Creation through Internal Sales Involvement, Opportunity Creation through Accounts, Opportunity creation through Lead Conversion, **Auto Renewal Opportunity through SAP - SFDC integration.**
* Credit Check - Customer Credit Limit, Credit Approval process.

**Roles and Responsibilities:**

* Analyzing the requirements & preparing test documentation for the same
* Involved in preparing and execution of Functional/Regression Test cases based on SRS/FS (Functional Specification about feature)/Change request Specification
* SAP - SFDC integration testing
* Bug tracking and reporting
* Execution of Test Cases
* Review of Test Cases/Test Documents/UE Documents
* Preparing Test Plan and Test Report

## IHS Canada Jan 2011 – Aug 2012

**Performance and Database Tester**

**Project in Cyient Ltd: Global Logs**

Logs are a work stream in Energy which deals with the logging of different parameters for a borehole at different depths.

* LAS Editor - Application will replace the API number in the LAS files with the given API number.
* PDF2TIF - VBScripts used to convert PDFs to TIF Images, Multi Page TIF to Single Page TIF, Multi TIF files to Single Page TIF.
* LogVector - LogVector is one of these applications which are used to digitize geophysical logs using scanned images. This application uses a third-party library called Lead tools.

**Roles and Responsibilities:**

* Analyzed system specifications and business requirements
* Able to design, build, execute and monitor performance tests.
* Able to accurately analyse performance test results and present results and analysis in both technical and business language.
* Able to identify and isolate performance bottlenecks, defects and problems and provide advice/assistance to rectify issues
* Able to provide accurate reporting on test status as well as reporting and escalating risks and issues appropriately
* Understanding of testing processes and procedures and complete software development lifecycle
* Knowledge of monitoring and tuning tools with HP Diagnostics.
* Want to get exposure also in Performance tuning.
* Responsible for preparation of Test plan and Estimations
* Responsible for Identifying scenarios, Preparing test conditions and test cases
* Update the test cases based on the Implementation changes and re-deployment
* Responsible for Functional testing and Regression testing
* Execution of the Test Cases.
* Bug reporting, tracking of bugs and updating the status using QC.

## TomTom, Belgium Jul 2009 – Dec 2010

**Manual and Database Tester**

**Project in Cyient Ltd.: Dashboard**

It is an online web portal covers the following information in a single window for Tom Tom Executives, Senior Management, and Department Heads & Project Management people on Project Health depending upon access rights:

Information on Human Resources

Information on Software Development on-going & released Projects & Availability of Human Skills.

Information on Database Production Projects

Information on Management Activities

Other important Information.

It is based on Java. It is a client interface. Usually we do Client Interaction for project performance basis, for more Business requirement consult to client. Perform Web Based Testing and Functional Testing on this site [https://dashboardta.infotechsw.com](http://dashboardta.infotechsw.com)/.

Testing Of such modules as Escalations, Investment Workflow, and Onsite Work Assignments, Quality Compass Room, HRM Data, and Software Development on-going & released Projects & Availability of Human Skills and Customer Feedback on Software Department, Database Production and Account Management.

Make some Oracle queries for updating data in database TOAD and using the data to be shown on live with help of FileZilla FTP Client server.

**Roles and Responsibilities:**

* Analyzed system specifications and business requirements
* Able to provide accurate reporting on test status as well as reporting and escalating risks and issues appropriately
* Understanding of testing processes and procedures and complete software development lifecycle
* Responsible for preparation of Test plan and Estimations
* Responsible for Identifying scenarios, Preparing test conditions and test cases
* Update the test cases based on the Implementation changes and re-deployment
* Responsible for Functional testing and Regression testing
* Execution of the Test Cases.
* Bug reporting, tracking of bugs and updating the status using Mantis Bug Tracker and QC.

**Education Details:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **University/Board** | **Institute** | **Year of Passing** |
| B.Tech (Computer Engineering) | Kurukshetra University | N.C. College Of  Engineering | 2008 |
| 12th | CBSE | D.A.V. Public School  Thermal, Panipat | 2004 |
| 10th | CBSE | D.A.V. Public School  Thermal, Panipat | 2002 |

**Personal Details:**

Name : Himanshu Sethi

Date of Birth : 08-JUL-1986

Marital Status : Married

Passport : U1203906

Permanent Address: 661-R Model Town, Pruthi Chowk, Panipat, Haryana (132103) India

**Declaration**: The above information is corrected to the best of my knowledge.

Himanshu Sethi