**Kumari Pushpa**

+91 7022555411 kumari.kp.pushpa@gmail.com

Bangalore

* **Salesforce Certified Platform Developer I, Salesforce Sales Cloud, Salesforce Certified Platform App Builder, Salesforce Certified Administrator**
* **PRINCE2 Practitioner, PRINCE2 Foundation**
* **SCJP, ISEB BCS Business Analyst Certification**

**Salesforce/CPQ Architect/ Technical Manager (8+ years) with overall 14+ years** of experience in full software development life cycle. Interested in cloud transformation projects with prospect to contribute to the vision and provide functional and technical leadership.

|  |  |
| --- | --- |
| **Skill** | **Subskills** |
| **Salesforce** | Apex, Triggers, Visualforce, SOQL, SOSL, REST, SOAP, CallidusCloud CPQ, OAuth, SSO, Lightning, Marketo, Reports, Dashboards, VF Components, Email, Lightning, Community, Apex sharing, Asynchronous Apex-Batch, Queueable, Schedulable, Streaming API, Platform events etc.,  |
| **Web** | JavaScript, ReactJS, Knowledge of AJAX, CSS |
| **Languages** | Java, J2EE, Working knowledge of Python |
| **Tools** | Force.com IDE, Data Loader, Git, Bitbucket, Jenkins, Sublime Text, MavensMate, SOAP UI, PostMan, Jira, Source tree, VS Code etc. |
| **Miscellaneous** | Apex Design Patterns, Apex Enterprise Patterns, OOPS, Apex Integration Patterns |

## Highlights

* Extensive experience and deep expertise in **Salesforce applications architecture, design, development, security, Lightning and integration** aspects with multiple implementations of **Sales Cloud and Service Cloud**.
* Taking the lead to create multiple best practices documents and architectural frameworks on Salesforce and CallidusCloud to contribute to Centre of Excellence.
* Implemented/Worked on utility tools such as Technology Procurement Management Tool, Logging utility tool, Estimation tool, Resource Management Tool etc. for use across projects.
* Design and Implementation of onboarding multiple Telecom products on CallidusCloud CPQ*.*
* Integration of Salesforce with multiple external systems such as SAP, CallidusCloud, Marketo, and Java based applications, Oracle etc.
* Delivered numerous Impact Assessment documents, Solution Design documents, Business Process Designs, Functional and Technical Designs.
* Involved in analysis of data migration for Large Data Volumes.
* **Ability to shift gears and work on highly diverse roles – technical architect, business analyst, project manager, team lead, developer, scrum master**
* Experience with **managing multiple customers (India and abroad)**, customer requirement management, handling escalation, functional and technical discussions, stakeholder communication etc.
* **Experience with leading team, providing technical leadership and mentoring. Managed a team of 4-10 spanning across multiple project implementations.**
* Experience in project planning, project management, requirements, scoping, estimation, execution and tracking, risk management, reporting with **Waterfall and Agile** methodologies
* Ability to interface between business team and technology teams.
* Instrumental in coaching the team and **setting up Agile processes** in offshore. **Providing Salesforce training to team.**

## Work Experience

**Visa, Bangalore *(December 2017 – Current)***

**Project:** Visa Playbook **-** Visa Playbook is Salesforce implementation to support Visa sales operations globally. It encompasses multiple Salesforce product implementations – Sales Cloud, Service Cloud, Content Management, Knowledge Management, Communities.

**Role: Staff Software Engineer (Manager)**

* Closely collaborated with Product Owners, Business Partners as well as other project stakeholders on project deliverables and execution.
* Worked with key Project Stakeholders to suggest and implement several process improvements.
* Instrumental in setting up Agile processes and coaching the offshore team in the same.
* Led and implemented Resource Management Tool, which is a Lightning app used to track resource allocation, variance and similar statistics across projects reducing reduced time and effort by 50%.
* Planned and executed series of sprints to identify and fix code quality issues (~1000) detected by tools such as PMD/Check Marx across ~15 people team. This included technical frameworks/design for the solution.
* Automated User Story estimation process by developing Estimation tool in the org. Usage of this tool for weekly enhancement releases increased operational efficiency by making resource forecast possible.
* Worked on custom developed tool on Salesforce Employee community to track and manage Technology procurement requests across VISA
* Analyzed, designed and managed teams for several enhancement request implementations ranging from few hours to couple of weeks. E.g. – Salesforce Tableau integration etc.
* Created several dashboards to monitor Lightning adoption using Einstein Analytics.
* Learnt Python on my own to create a reusable, configurable document merge utility project.
* Onboarding of fresh college graduates (~4) into the team. **Training** them in Salesforce.

**Deloitte, Brussels**  ***(March 2017 – September 2017)***

**Project:** Sibelga **-** This was a Salesforce transformation “Service Cloud” project named “CRM Evolution” which started in 2015 and had successfully launched Sibelga’s substantial CRM operations on Salesforce platform. Another stream namely “Multi Channel Portal” was launched in March 2017 to structure and centralize customer’s access to Sibelga through Salesforce communities.

**Role: Senior Specialist/Lead**

* Design and Implementation of medium scale Customer Community and its sharing model for B2C users with features such as social login, Captcha, integration with SAP and other external systems. Led and guided a small team for the technical deliverables.
* Single point of contact/Delivery Lead to lead the effort for design, build and configure applications for “Multi Channel” stream
* Technical specification/Design and development of user stories for “Multi Channel Portal” and “Evolution CRM”.
* Analyzed, designed and developed end-to-end implementation of an engine to send of communications to client through Email/SMS that was used across parallel streams in the project.
* Identified architectural improvements, design and integration solutions, and formulate methodologies to optimize development and ensuring Salesforce best practices are followed.
* Code refactoring and using performance profiling and Query Plan in Developer console to identify performance issues and rectify. Hence improving overall performance of the system.
* Responsible for development of multiple reports and dashboards to measure business critical success factors.
* Leading technical requirement sessions to identify client requirements, solution scoping, sprint planning and estimation.
* Responsible for risk management, issue management, status reporting, project kickoffs and reporting to the senior management team and coordination of Product Owner validation
* E2E/UAT Test coordinator providing E2E/UAT Testing coordination to cross-functional teams and vendors.
* Contribution to RFP of Salesforce projects majorly by analyzing the requirements for technical feasibility and assessment.

**GE Healthcare (Bangalore, Japan)**  ***(July 2016 – February 2017)***

**Project: Global CPQ Next Gen -** This was multi-phase program to implement common global CPQ platform for front line sales people across GE Healthcare to drive customer care of doing business with speed and flexibility.

**Role: Architect**

* Analyzed, architected and defined design specifications for scalable and extensible solution to integrate Japanese sales and quoting processes (Java based custom applications) into the global platform (Salesforce, Boomi, Apttus). The solution was configurable and created to cater for phase wise rollouts into Japanese CPQ eco system with no need of development changes in Salesforce and Middleware.
* Design and development of platform used by service users to check the availability of medical equipment parts.
* Design and implementation of Territory Management for US Sales team.
* Integrating Salesforce with oracle system to fetch costing details associated to the medical equipments.
* Contribute to functional user stories and author technical user stories to fit Japan workflow in global flow.
	+ Implementation and deployment of the first phase of the program.
	+ Guiding/monitoring/reviewing the work of external vendor technical teams.

**Accenture (Bangalore, Antwerp, Hong Kong)**  ***(June 2006 – June 2016)***

**Projects:** Coca Cola, Alcatel – Lucent, Telstra Global, Global Pharmaceutical, Best Buy

**Role: Technical Lead/Salesforce Developer/Java Developer**

* Hands on experience on multiple Sales Cloud implementations.
	+ Involved in design specification and implementation of a sales and ordering tool which was used by Coke’s field agents. This involved integration with multiple external systems with Mulesoft as middleware.
	+ Implementation and automation of Telstra Global Prospect to Order capabilities from lead capture to order provisioning. E2E implementation involved integration of Marketing automation tool ‘Marketo’, CallidusCloud’ and billing and provisioning systems.
	+ Creation of multiple utility tools such as Weather Check etc.
* Managed team of 5-8 delivering multiple Salesforce/CPQ projects and big change requests.
* Integration of CallidusCloud CPQ/Marketo with Salesforce.
* Organize and coordinate collaborative requirement discussions to gain understanding of customer's current state processes/data model and new/supporting implementation work that follows.
* Analyze how to integrate business processes across legacy systems/external applications to carry out end to end functional flow. Create Requirement Traceability Matrix, Work Item estimations and Fit/Gap analysis.
* Facilitate solution presentations and prototype demonstrations, design walkthrough and review sessions with large client audiences and multiple stakeholders.
* Lead implementation and delivery including build to deploy estimations, code review, team mentoring, management and recruitment activities. Coordinate with client to adhere to project’s gating process. Manage client/stakeholder communication and handling architectural questions.
* Key SME / conduit in functional and technical discussions with software vendor (CallidusCloud), client business team, client architects. Active involvement in CPQ vendor assessment
* Development of Java Web Services and batch modules.

## EDUCATION

* Bachelor of Engineering in Computer Science and Engineering

Visvesvaraya Technological University, Hassan, Karnataka

Score: 77%

## AWARDS

* ACE (Accenture Celebrate Excellence) - Awarded to people who outperform as teams and individuals.
* ASE Achievers – Awarded to 10% of top performers.
* Celebrating Performance - Received multiple monetary awards and other recognitions.
* Go Beyond – Received multiple recognitions from business team.