PREETHA RAMESH

Coimbatore, India   +91-9952144399   preetharamesh.sfdc89@gmail.com

---CARRIER OVERVIEW---

Certified Scrum Master with a **Total of 12.1 years of Experience** that includes working as Scrum Master, Lead Salesforce/Apttus Admin/Developer and Business Analyst.

Accomplished Servant-Leader with **5+ years of experience as a Scrum Master** with skills in Agile Planning and Leadership. Led cross-functional teams by coaching, removing impediments, fostering self-management, and facilitating Sprint Ceremonies to hold teams accountable and fulfill requirements.

---SKILLS---

KEY SKILLS	HARD SKILLS	SOFT SKILLS
Leading Cross-Functional Teams	**Agile Framework** – SCRUM	Communication
Facilitating Sprint Ceremonies & Removing Impediments	**Agile Tools** – JIRA, Confluence, Azure DevBoards, Trello	Collaboration
Backlog Management	**Salesforce** – Salesforce CPQ, Service Cloud, Admin, Apex, VisualForce, Wave Analytics, DocuSign	Time Management
Agile Coaching	**Apttus** – CPQ, CLM, Order Management, Billing, Pricing Setup, Approval Management, X-Author for Contracts	Conflict Resolution
Documentation	**Finacle** – A Banking Product	Decision Making
Requirement Gathering	JavaScript, HTML, CSS, PL/SQL, Copado (Release Management Tool)	Adaptability

--------------------------------------GRADUATION & CERTIFICATIONS-------------------------------

- **Bachelor of Engineering (IT)** from Avinashilingam University, India in 2010.
- Certification from Scrum Alliance – **Certified Scrum Master (CSM)**
- Certification from Salesforce - **Salesforce Certified Administrator (ADM201)**
- Certification from Salesforce - **Salesforce Certified Platform Developer I (PD1)**
- Certification from Salesforce - **Salesforce Certified Sales Cloud Consultant**
- Certification from Salesforce - **Salesforce Certified CPQ Specialist**
- Certification from APTTUS - **APTTUS – 401 CPQ Product Certification**

SCRUM MASTER

- Played as a SCRUM Master for about 5+ Years alongside as a Salesforce/Apttus Development Lead. Organized & facilitated all Sprint Cadences (Planning, Standups, Reviews and Retrospectives) for varied team sizes ranging from 8 to 27, in various Projects.
- Highly skilled as Scrum Master in facilitating scrum ceremonies for the scrum team. Improved team performance by identifying, managing, and supporting resolution of team impediments.
- Onboarded and trained several team members on the agile practices, processes, and frameworks, which increased productivity and overall team satisfaction.
- Led the company implementation and adoption of JIRA which reduced the time it took to create and manage tickets by an average of 2 days during Testing Phase.
- Assisted Product Owners in preparing and refining the backlog for Program Increment (large scale planning) as well as Sprint Planning.
- Experience in working with agile lifecycle, and/or tracking, and process management tools like JIRA, Confluence, Trello and Azure DevBoards.
- Assisting the QA team in developing in creating the Test scenarios, Test plans and Test Cases and created RTM to track requirements.

SALESFORCE CPQ, APTTUS CPQ & CLM

- 12.1 Years of professional experience in IT industry, played vital role both as a SCRUM Master & as a Lead Developer in most of the Projects since 2016. Involved in various phases of Software development including SFDC Administrator, SFDC Development, Business Analysis, System Analysis, Design, Data Migration, Testing & Production Support.
- Maintained support and delivered multiple enhancements based on Salesforce Sales Cloud application, most which includes Salesforce CPQ.
- Having good experience in organization automation processes like workflows, process builder, validation rules and approval process.
- Have worked with multiple business units to implement cross-functional solutions as per the business requirements.
- Interacted with the stakeholders, developers, Project Manager and SMEs to formulate Business Processes.
- Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Custom objects, Triggers, Custom Formula Fields, Email Notifications, Templates, Validation Rules, Process Builders. etc.
- Experience in developing Apex Classes, Standard and Custom Controllers, Controller Extensions, and Test Classes.
- Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ, Apttus CLM & Order Management.

PRESENT

SGIC Cloud Tech Pvt Ltd, New Delhi, INDIA.
CPQ Scrum Master
DEC 2021 – TILL DATE
Technical Skills: JIRA, Confluence, Salesforce CPQ, APTTUS CPQ.

- **Rubrik Inc, Bangalore, INDIA (CLIENT)**
  CPQ Scrum Master
  DEC 2021 – TILL DATE
  Technical Skills: JIRA, Confluence, Salesforce CPQ.

PREVIOUS

CommerceCX India Pvt Ltd, Hyderabad, INDIA.
Scrum Master, Lead Salesforce Developer/Apttus Developer
OCT 2018 – DEC 2021
Technical Skills: JIRA, Confluence, Salesforce CPQ, APTTUS CPQ & CLM

Accenture Solutions Pvt Ltd, Chennai, INDIA.
Scrum Master, Application Development Senior Analyst
 OCT 2017 – OCT 2018
Technical Skills: JIRA, Salesforce CPQ, APTTUS CPQ & CLM

- **Jacobs Douwe Egberts (JDE), Utrecht, Netherlands (ON-SITE)**
  Product Lead for Order Management
  JAN 2018 – APR 2018
  Technical Skills: JIRA, Salesforce CPQ, APTTUS Order Management

TechMahindra Limited, Chennai, INDIA.
Senior Software Engineer
MAY 2014 – SEP 2017
Technical Skills: Salesforce CPQ, APTTUS CPQ & CLM, Order Management, Billing, Wave Analytics

- **SPARK New Zealand, Auckland, NEW ZEALAND (ON-SITE)**
  Scrum Master, Business Analyst
  OCT 2016 – APR 2017
  Technical Skills: Trello, APTTUS CPQ & CLM

Infosys Limited, Chennai, INDIA.
Senior Systems Engineer, Systems Engineer
Nov 2010 – APR 2014
Technical Skills: FINACLE (A Banking Product)