Keerti Sreedhar

Salesforce Project Manager

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EXPERIENCE

- 12+ years of progressive IT professional, proven experience in SFDC, SDLC, STLC as Automation Test engineer, QA engineer, Project Lead, Salesforce Admin, Consultant /Project Manager
- Over 3+ years of experience in **Salesforce Admin and Salesforce Consultant**.
- 9+ years of experience in Automation testing and QA.
- At present working as Project Manager in **ConsLeague Consulting** from July 2018.
- Worked as Project Lead in **TechMahindra** Bangalore from June 2013 till July 2018.
- Worked as Software Team Lead in **Cerebra Integrated Technologies** Ltd, Bangalore from March 2012 to May 2013.
- Worked as software Test Engineer in **Hewlett-Packard Global Soft Ltd**, Bangalore (India) from Nov 2007 to March 2012.
- Worked as Automation Test Engineer for **Semantic Space Technologies** Hyderabad from Feb 2007 to Oct 2007.

SKILLS

- Salesforce -CRM - Sales Cloud and Service Cloud. Certified Salesforce ADM 201
- Certified Agile Practitioner
- Certified Selenium automation
- Trained on DevOps CI and CD tools Jenkins, Github.
- Automation Process : Approval Process, Workflow, Peocess Builder, Flows
- Salesforce Configuration : Lightning App Builder, User, Profile, Role, Sharing rule, Validation rule, Formula,
- Experience in Automation Tools : HP UFT/QTP and Selenium, Saleforce Data Loader.
- Scripting/Programing Languages : Apex, XML, Basic SQL query, API, VB Scripting, Basic Java
- Project Management Tools : HP ALM and QC, Wrike, Asana,
- Technology : .Net, SAP (PLM,MM) , SharePoint, JAVA, Salesforce CRM
- Experiance in Sales Cloud and basic knowledge on Service cloud and Marketing Cloud and Community cloud.

COMPANY

ConsLeague Consulting, Bangalore

Role : Salesforce Consultant
Client Served : Gripable, Salutem, Yapily, Ecareer lightning Convesrion

- Professional services consulting experience delivery of Projects within Sales Cloud and Service Cloud which include Plan, monitor and control the Development & QA activities using Agile approaches.

- Managed the implementation plan of several small scale Salesforce.com projects including activities of data mapping, object modelling, page layout design and rule logic definition in context of Salesforce.com application.
- Setup and configure custom fields, objects, reports, and dashboards to help companies optimize their use of time and data, with initial and reimplementation of Salesforce
- Review business processes with companies to implement best practices from marketing through customer retention
- Work with developers and install applications to create the most simplistic and automated process possible to save on cost per customer
- Connect salesforce.com to company websites for increased automation
- Clean data with pre-implementation and within Salesforce with preventative measures to assist clients with data quality moving forward with Salesforce
- Demonstrated out of the box Salesforce capabilities and proposed business process changes to take full advantage of Salesforce capabilities.
- Implemented security and sharing rules at object, field, and record level and created roles for Support agents and managers. Created various profiles and configured permissions for the business users according to the organizational hierarchy.
- Design document and data model document
- Involved in High Level design and technical design documents creation with the help of technical architect and review.
- Worked on gap analysis of requirements with upstream and downstream teams to ensure accuracy in designs.
- Experiance in Classic to Lightning conversion project.

Role : **Salesforce Support Manager**
Client Served : Disguise.one, e-career, SPT, Affordableartfair, C-serv, Gripable, SPT, Western union,Salutem.

- Experience managing the delivery of Salesforce Manage serive (Support), which includes CR, Defect and clarification based on Market Cloud, Sales Cloud, Service Cloud.
- Created and maintained schedule in MS Project and crashed and fast tracked activities to avoid late deliveries and meet changing needs and requirements of senior management
- EU instance change and org updates, Org Lightning Conversion and Deployment.
- Ensure that the Support team meets the SLA and handles the client escalation.
- Managing multiple MS (support) which Generates Monthly and weekly billable report generation. Daily task assignment, Weekly basis workload assignment.
- Involved in Case Triage, Prioritaztion, analysis, Case categarization and assignment and reproducing issues with the help of debug log.
- Coordinate the work of creative and technical staff, which will include engineers, designers, developers, operations and cloud support, business analysis, quality assurance, security, and system administrators.

Tech Mahindra, Bangalore (India)

Role : Salesforce Admin
Client Served : Nestle Waters, Nestle Globe
- Experience in SF Automation (Workflow, Approval process) , Data Loader, User and Profile set up, SF security, Lead Process, Sales Process and Support Process.
- Configuration and administration of Salesforce.com enterprise editions
- Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
- Conducted training on all salesforce related systems to sales and marketing teams.
- Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels.
- Manges and controllig Salesforce security at Object, Field and Record level in org.

Role : Automation Test Lead
Client Served : Nestle Devex, SAP RM and SAP PLM

- Analyzing business requirements in order to determine the test strategy covered by Automation testing.
- Providing the Automation scripting (UFT/Selenium) and providing estimation along with Test matric to stack holder.
- Reviewing of Automation script and ensure that all the best practices are followed as per the framework design.
- Maintaining existing tests scripts/regression suites using a version control system that is GitHub.
- Designing and maintaining Hybrid Automation Framework.
- Attending Agile meetings (Daily scrum meeting/Sprint planning/Backlog refinement) on assigned projects.

Cerebra Integrated Technologies Ltd, Bangalore (India)

Role : Test Lead
Client Served: iFi Systems, NC, US, Cell phone/item tracker for iPhone, Android.
Project Description: The iFi smart Tag is a bluetooth enabled small device, which communicates and remains wirelessly connected to the user smartphone. The Tag is enabled on your phone with an iFi app. This solves a very common problem of losing personal valuables.

Hewlett-Packard Global Soft Ltd, Bangalore (India)
Role: Manual and automation Tester
Project :HP Smartstream Production Pro Print Server. HP DFE (Digital Front End) Polaris, Matrix, Barak, Cygnus.
Project Description: Off-Line HP Digital Front End for print provides high volumes of static and variable print jobs on hp presses utilizing automated workflows Digital Front-End (DFE) provides RIP and multiple press management services. The simple view of the workflow is to RIP the jobs and deliver them to the press for printing

Semantic Space Technologies, Hyderabad, India.
Role: Automation Tester
Client : Countrywide Financial Corporation, California, US
Project Description: An initiative to develop and deploy a single origination/fulfillment platform across the various business divisions of the client. NexOS is primarily a data capture and integration platform for selling, originating and fulfilling Mortgage loans.

EDUCATION

- Executive Post Graduate Diploma in Management-PGDM (MBA) from Alliance University approved by AICTE-Bangalore. Passed out in 2017 and secured 70%
- Diploma in Electronics and communication Eng. From Shree Vidyadhiraj Polytechnic-Kumta, Uttar Kannada, Karnataka. Pass out in 2002 and secured 68%
- SSLC from Sree Raj Rajeshwari High School, Manchikeri, Yellapur, Uttar Kannada. Passed out in 1999 and secured 79 %

PERSONAL INFORMATION

Date of Birth   : 13-06-1983
Gender   : Female
Marital Status   : Married
Languages   : English, Hindi, and Kannada.