**Ambika Natarajan**

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Impactful technical leader in Salesforce to support fast moving sales organizations. Built, developed and managed high performing, technically complex systems. Delivered solutions with high technical standards and have ability to explore and find solutions while managing risks. My strengths include strategic planning, data driven decision making, project management, data analysis, development, and administration (Salesforce 3x certified)

**Career Highlights**

* Certified Scrum Master(CSM) ,3X Salesforce.com certified, including Developer ,Admin certifications.
* **Team Builder,** Collaborator, Mentor
* **Technical Program Manager** experienced with end-end implementations
* **Certified Scrum Master**
* **Dual Masters-** MBA and Masters in Computer Science degrees
* **13+ years of experience** of application design, customization, development, support on Salesforce.com, Force.com platform, and Web based applications using Apex & Visualforce, Siebel CRM implementation
* **Data Model Leadership experience** with mentoring for large teams
* **Program Lead** for SalesForce, CRM implementations with a large team
* **Extensive experience** in Case management, Opportunity & Lead management, Product/Promotions management
* **Forecasting/Budgeting, Product Requirements elicitation / analysis expert**

**Experience**

**Violin Memory (VMEM) – Manager, Salesforce Implementation 2017-Present**

* **Planned and Developed roadmap** for large Salesforce enhancements and development initiatives.
* **Collaborated with stakeholders** to define requirements and system goals
* **Managed resource planning** deliver integrations, new configurations, and enhancements to Salesforce.com.
* **Ensure 95% project rollouts on schedule. Turned around failing implementations like Partner portal, implemented training and scaled roll outs to achieve 90% User acceptance rates.**
* **Coach teams** to create, manage, and deliver instructor-led and online training globally helping users execute business processes, reduce errors, and improve adoption.
* **Deliver consistently** and reliably on the program by working with matrixed and diverse teams
* Documentation, writing stories and publish training & knowledge documents
* **Coached team members** on technical and people skills
* Agile mode of development
* Working with Development Teams, Product teams: Provided daily communications, scrum notes, sprint reviews reports, project retrospectives, and regular snapshots of project velocity and budget burn rate.
* Ensured 95% participation in agile roll calls and built a high-performing and motivated team
* Verified User Stories based on the requirements gathered from all the stake holders. Completed end user demonstrations, resolved action items, provided gap analysis
* Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums or Standups, Sprint Check-In, Sprint Review & Retrospective.
* Experience in requirement gathering, AGILE process development
* Participation in daily scrums and
* excellent verbal and written communication skills
* Consulting experience with mid size to large corporation
* Experience working across complex organizational initiatives involving national and regional stakeholders
* Proactive attitude and ability to collaborate and communicate with all levels of management, internal and external vendors
* Problem solving skills
* Resourceful and proactive in pursuing solutions to challenging situations
* Able to delve into details with teams to develop solutions/options
* High understanding of IT methods, project management and apply to all project stages
* Agile and Waterfall methodology of Cloud software development
* Work in cross functional teams to secure information and data
* Proactively engage stakeholders , communicate and collaborate across enterprise
* Creative problem solving
* Determining correct communication to right audience
* Aligned budgeting and cost structure based on pricing strategy of memory array
* Collaborated with stakeholders to define requirements and system goals; tested solutions that extend and enrich CRM to support business processes and management objectives while ensuring system and process integrity.
* Managed resources and collaborated with teams to Design, develop, deliver Salesforce.com, analytics and dashboards. Provided guidance for effective design definition before each sprint.
* Lead technical team(offshore), Client handoff and training
* Communicating and coordinating with all levels of team, from C-level to developers and contractors
* User communication and training
* Create, manage, and deliver instructor-led and online training globally helping users execute business processes, reduce errors, and improve adoption.
* Create technical documentation to communicate system design and plan future enhancements and programs.
* Deliver end user training to help users (in US, EU and India) execute business process, reduce errors, and improve adoption in CRM tools.
* Ensured 95% participation in agile roll calls and built a high-performing and motivated team

**Roche Sequencing Solutions – Salesforce CRM Development Lead 2014-2017**

* **Implemented the integration** with third party apps like Marketo, Fieldtrip, Domo, Alteryx and more
* Responsible for all development and management of a system which assures delivery of high quality and high performing system
* Manage contract approvals and end user enablement resulting in 20% faster contract approvals
* flow versions and processes
* Accountable for User training, Support sales operations , Client Services and Technical Services group for global teams spread across US and EU
* Responsible for analysis, plan, designs and verification and validation process

**Senior Salesforce CRM Consultant- 2010-2014**

**Senior Consultant for progressive firms like SunRun, Warner Bros, DirecTV, Phillips Healthcare, Capital Group of Companies**

* Requirement gathering specific to clients
* Plan migration of Schema, Data and Business rules/processes
* Plan seamless movement of users and plan user training.
* Mentoring junior resources
* Salesforce development: Triggers, Classes, Visualforce pages, Reports ,Dashboards
* Profiles, Roles, User management
* Unit tests, writing test classes, code coverage and deployments
* Change management
* Apps, Objects, Page layouts, Reated lists, Tabs, Roles, Profiles, Validation rules, Workflow rules, Sharing rules, Approval processes, Outbound/Inbound messages
* Created new user accounts and configured SFDC to fit security needs at user and organization levels.

**British Telecom (UK) – Senior Technical Associate 20008-2010**

* Test Driven Development using SOUTH (Siebel Object Unit Test Harness ) Tool
* End-to-End delivery from requirement gathering to rollout
* Development using vbscripts, escripts, forms,

**Marsh and McLennan, NJ 2006-2008**

**Software Engineer, Siebel CRM Practices, Offshore Co-Coordinator, Developer/Configurator**

* System Tuning and Customer Quality ensurance
* Extend Case Management capabilities
* Offshore coordinator, client communication, requirements gathering, development and roll out
* Technical specs and Functional specs

**Freescale Semiconductor, Phoenix, AZ 2005-2006**

**Software Engineer, Siebel CRM Practices, Developer/Configurator**

* Problem analysis and resolution according to TRIAGE guidelines
* Siebel Remote and Server maintenance and runtime error handling
* Production/Technical support and Enhancement

**Education**

(MBA) Masters in Business Administration , NMIMS

(MCA) Masters in Computer science & Applications- University of Mumbai

(BS) Bachelors in computer Science– University of Mumbai

**Certifications**

**Salesforce** - Platform Developer 1, App builder, Developer (401), Administrator (201)

**Siebel** – CRM Business Analyst

**Technical Skills**

**Salesforce** – SFDC Administration & Development, App Creation, Apex code, Visualforce, Email Templates, Formulas, Validation,Workflows and Approval process, Triggers, Reports, Dashboards, Marketo, Five9, Alteryx, Informatica, Jitterbit, Hubspot, Pardot

Test Driven Development

**Siebel** – Siebel tools, Configuration, Scripting (Server, Browser, BS), Workflows, Siebel EAI, Order Management, Server Administration, Application Administration, Assignment Manager, Siebel Remote

**Other Software** – Remedy Ticketing system, Development Methodologies (Spiral,, Agile, Test Driven Development/TDD), Reporting: Actuate, C/C++, Java, JavaScript, VB, VB Script, Python, HTML, XML, Shell Scripting (Linux), Oracle 9i, Microsoft Access, Microsoft SQL server, Microsoft Visual Source Safe, Tortoise SVN: A Revision control system., Eclipse, Mavens mate,