**JEEVAN REDDY KOPPELA** Email: [jeevan.chinnu@gmail.com](mailto:jeevan.chinnu@gmail.com)

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**Professional Summary**

* Having 11 years of professional IT experience in various areas such as Test Management, Business & system Analysis, Design, Testing, Implementation and Operation & Maintenance into – Salesforce, Salesforce CPQ, Sterling CPQ, Siebel CRM and Apttus CLM applications.
* Solid Experience in **SFDC configuration**, Validation Rules, Work flows, Approval process, Process builder, Page layouts, Record types and Reports.
* Extensive Experience in **Salesforce CPQ implementation** - Product Setup, Product Rules, Price Rules, Price Books, Volume Discount Pricing and Advanced Approvals.
* Good Experience in **Sterling CPQ** implementation and its integration with Salesforce and SAP systems.
* Strong Requirements gathering experience and Proficient in analyzing and documenting the business and functional requirements.
* Accomplished the transition of the applications from waterfall to Agile, while also acting as the Business Consultant and Test Manager of mixed on/off shore teams.
* Solid Experience in Agile process to plan, create and manage the backlog items, participate and organize scrum meetings.
* Exceptionally good at managing timelines, deliverables, resources as well as different sized teams including onsite-offshore team structures.
* 1.5 years of onsite client location experience for UAT support and Implementation.
* Worked closely with Key stake holders at different phases of project cycle to ensure correct implementation based on the project requirements and specifications.
* Able to work with all levels of Management. Quick learner, self-motivated, Logical approach in problem solving and able to work in a team or independently.
* Ability to multitask and prioritize work to meet deadlines. Extremely strong Communication, Presentation and Test Management skills.

**Technical Skills**

* **Salesforce Customization** (Workflow, Validation Rules, Custom Setting, Object Creation, Tabs, Reports & Dashboards).
* **Salesforce Security Configuration** (Profiles, Roles, Sharing Rules, Permission Sets).
* **Salesforce CPQ** (Product Configuration, Product Rules, Price Rules, Advanced Approvals, Price Books)
* **Sterling CPQ** (Product Configuration, Pricing Configuration, Volume Pricing) and integration
* Salesforce Deployment tool (Changeset, Workbench)
* Triggers, Apex Classes, VisualForce Pages, Test Classes, Apex Data Loader.
* Apttus CLM Business Process
* Analysis Tools (MS Visio, MS PowerPoint, MS Word)
* SDLC (Agile: Scrum and Waterfall)
* Basic Knowledge of DBMS (SQL), Java, HTML.
* Test Management Tools: Agile Central, HP – ALM, CA Clarity PPM and Bugzilla

**Work Experience**

**Functional Lead Nov 2018 to Till Date**

**Solunus Technologies Pvt Ltd.**

* Working as a Functional Lead for Salesforce CPQ project.
* Created CPQ data model which would be base for any CPQ project
* Standardizing the PMO process across all the projects and conducting the Audits to align with the process.

**Sr. Business Consultant Feb 2014 to Nov 2018**

**CA Technologies, Hyderabad.**

* Participated in the development and grooming of Project Backlog Stories with business and technology partners to maximize value to the business stakeholders
* Reviewing and managing the business requirement user stories resulting in a clearer, more detailed and more complete understanding of project deliverables
* Actively worked with the Product Owner and Stakeholders to monitor and prioritize the product backlog on an ongoing basis to meet release timelines and value to the business.
* Organized and facilitated Scrum ceremonies - Sprint planning, Daily stand-ups, Reviews, Retrospectives, Release planning, Product and sprint backlog grooming and Sprint demos.
* Analyze the capacity plan and provide the effort estimates accordingly.
* Developed and documented functional and non-functional detailed requirements
* Created Salesforce configurations, Visualforce pages, Triggers, Workflow Rules.
* Created Salesforce CPQ Configurations, Product Rules, Price Rules and Customized Advanced Approvals.
* Designed Implementation plans and supported deployment using Changesets
* Performed Data related task with the help of Apex Data loader.
* Generated various reports and dashboard component as per requirements.
* Created High level design documents, Implementation plan as per proposed solutions.
* Carried out various post deployment activities.
* Integrated the software quality role into the development process and transitioned the QA team from a purely manual function to an automation/manual blend.
* Coached all levels of team members, helping them understand their role within the agile organization.
* Tracked and communicated team velocity, sprint progress and daily burn down charts
* Coached and assisted the team with relative story sizing/estimation, task definition and Acceptance/Doneness criteria.
* Responsible to remove blockers, identify and mitigate risks and issues within the iteration/prod release.
* Prioritized and worked on Production issues. The effort enhanced the application and decreased time for the business depending on the issue.
* Design/review - Functional Design Documents, Business Use Cases/Scenarios, Data Mapping Document, Business Rules & Validation Rules Design
* Coordinated with multiple user teams to discuss system / process related concerns and to map business needs/ project objectives to functional system requirements.

**Test Manager September’2012 to Feb 2014**

**CA Technologies, Hyderabad.**

* Standardized the Testing Process across all the Modules & Projects and get it approved by PMO & Internal Audit Teams.
* Effectively managed Salesforce and SAP implementation projects.
* Organized and lead Release Planning for a delivery group of multiple scrum teams assigned to a product or product feature group resulting in the creation of a product roadmap.
* Actively worked with the Product Owner and Stakeholders to monitor and prioritize the product backlog on an ongoing basis to meet release timelines and value to the business.
* Exceptionally good at managing timelines, deliverables, resources as well as different sized teams including onsite-offshore team structures.
* Effectively managed all the testing activities in respective testing phases which includes Functional Testing, End to End Testing, Regression Testing, Automation and Performance Testing in compliance with defined Testing Process.
* Responsible to remove blockers, identify and mitigate risks and issues within the iteration/prod release. Communicate the QA status reports to Product Owners and Business Stake Holders.
* Effectively lead issue triage meetings with scrum team to plan defect fixes for sprints by reviewing the defect priority and severity with Product owner.
* Successfully championed and drove the addition of an automated regression suite, automated unit testing and a continuous integration framework using the CA tools like Agile Requirement Designer, Agile Central and Test Data Manager with the help of Selenium, Jenkins and GIT HUB.
* Conducted UAT with the cross-functional business teams to ensure the system was aligned with the vision of the business teams.
* Ability to multitask and prioritize work to meet deadlines. Extremely strong Communication, Presentation and Test Management skills.
* Coached all levels of team members, helping them understand their role within the agile organization.
* Provided comprehensive support to all end users and stakeholders through training and documentation.
* Effectively Lead the Production Deployment and Super Care release activities.

**Test Lead March’ 2011 - September’ 2012**

**Infosys Technologies Limited, Hyderabad.**

* Effectively Lead the eCommerce projects by setting up the Quality Standards.
* Provided the ALM training session to all QA Team, Business Users and Project Team
* Lead the Defect triage meetings with Project teams and communicate on the QA Execution Status to the Project Team
* Assigning QA tasks to the team members and responsible for Test Case Execution.
* Motivating team and Coordinate activities which enforce quality improvements.
* Maintained cordial relationships between cross functional teams like development, configuration management, program management and project management.

**Test Engineer October’ 2007 - March’ 2011**

**IBM India Private Limited, Bengaluru.**

* Analyzing Requirements as per the BCRs (Business Change Request) and deliver the Requirements with good Quality
* Conducting Brain Storming Sessions to get clear understanding of requirements.
* Maintained the Regression Suite of Siebel CRM application and updating the New Hire Document for new Resources.

**Personal Details**

Date of Birth : 10th May 1984

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Passport Number : N4002933

Visa Status : USA B1 Visa