**Geetha Natarajan**

ngeetha28@gmail.com 310-923-3093 https://www.linkedin.com/in/geethanatarajan1/

**Education Bachelor of Engineering**-**Madras University**

**Certification Salesforce Admin 201(17759981), PD 1(17877051), Platform App Builder, Sharing and Visibility Designer, Salesforce Adv Admin**

**Speaker Wire Services on Lightning Web Components at www.snowforce.io - 2020 Conference**

**Technical Skills:**

Language: **Apex,SOQL, Visualforce, Lightning Web Components, JavaScript, HTML and CSS** COBOL and JCL.Knowledge of Mulesoft, VB 6.0,Aura and PL/SQL.

**Cloud: Salesforce CRM Force.com, Sales, Service and Experience Cloud** Database: **Salesforce Objects, IBM DB2 v7.2,** Knowledge of **Oracle 8.0** and **MS Access 7.0** Tools & Utilities: **MS Office, Visio, LucidChart and Form Assembly**

**Trained: Mulesoft provided by Salesforce**

**Areas of Expertise:**

**● 13+ years of Software Industry experience in entire project life-cycle development. ●** 3+ years of experience in Salesforce Configuration and Administration/Development.

**●** 2+ years of experience in writing Apex, Visualforce, Lightning Web Components.

● Strong ability to perform the **impact analysis** for the new requirement, **business requirement document**, functional document, design document, development of the work, **mapping business process flow**, data flow, system workflows, integration points, create use cases, well comprehensive Unit test, System test and User Acceptance **testing**

● **Quick learner** with an ability to rapidly achieve organizational integration

● Excellent communicative, interpersonal, intuitive, **analysis and leadership skills**

**Domains CRM, Banking, Finance, Health Insurance, Auto Insurance and Government Achievement:**

● Received a “Best Project Award” for the project CCF in Cigna healthcare for the Zero-defect delivery as a lead.

● Best work on the Impact Analysis of the whole system – Conversion project from File system to DB2 system at Scotia Bank.

**Related experience:**

**State of Utah IT Analyst III 02/2019- till now As IT Analyst III,**

● Admin of GoUT - Rebuilding the travel app flow enhancements and Approval process

● Developer of Integration - SABA and Salesforce - DARS App

● Developer of Integration-UTAHID and Salesforce for SSO- Internal and Public Users - DARS App

● Admin/Developer of Vaccinate App - Vaccination and Patient Scheduler App

● Developed Lieutenant Governor’s Scheduler App using Service Cloud and Experience Cloud.

● Developed Governor’s Constituents Services forms using LWC in Experience Cloud.

● Developed Governor’s Scheduler App using Service Cloud and Experience Cloud.

● Developed Boards and commissions App using Service Cloud and Experience Cloud.

● Developed various web forms, components in Experience Builder using LWC components.

**Trailhead.Salesforce.com 14XRanger 2016-till now ●** Earned **1400+** Trailhead badges.

● https://trailblazer.me/id/gnatarajan

**ConnexionPoint Anthem Blue Cross/Blue shield, Utah 9/2018-12/2018 As Quality Analyst**

● Hands on Experience in checking for Leads, Sales Contacts, Profiles for Contacts, Sales Opportunities for Contacts, Quotes for an Opportunity, Application for the Quote in **Siebel CRM.**

● Hands on experience for checking the underwriting process as per the Anthem's Quality standards of CMS/HIPAA compliance of all the Medicare plans - Advantage plans HMO/PPO, Medicare Drug Coverage, PDP, Supplement Plans (Medigap), Dental and Vision Coverage for the Annual Enrollment period (AEP)

**As a Scrum Master,**

● Facilitate daily scrum meetings, Sprint planning, sprint review, and sprint retrospective. I can work with PO on Artifacts such as Product backlog, Spring Backlog, Spring Burn down, and release Burndown. I can keep the team together all the time to ensure successful sprints.

**Youngliving.com Sales and Customer Support Team 4/2015-6/2015**

**Redsalsa Technologies Farmers Insurance Group, Los Angeles, CA 2006-2009 As a SME,**

● Involved in Business requirement definition analyzing the requirement, and functional design meetings with the business users, contributing by assessing the impact of their requests on current and future systems. ● Involved in preparing the PSD for the new module and the impacted modules.

● Involved in Preparing the Detailed Design Document, Preparation of Program specification, Coding, Unit testing and review of work components and preparing the job flow diagram of the system. **As a project coordinator,**

● Involved in business requirement clarification and architecture meetings.

● Involved in consolidating the ROM from all the subsystems

● Involved in segregating and Consolidating of the ROM for all LOBs

● Involved in calculating the TCO for the ROMs consolidated.

**Satyam Computers Cigna Healthcare, Hartford, CT 2004-2006 As a Lead,**

● Manage the development team of 14 resources at Offshore

● Technical Lead for the project

● Facilitate the training and infrastructure needs for the team

● Resources selection and facilitating the interviews for them

● Manage the Project Scope and prepare the Project Plan

● Resolve the technical and scope related issues

● Report the Status, conducted peer reviews for each project phase

● Balance the workload for resources and capture the Metrics

**As a Testing Team Lead**,

● Involved in preparing the test strategy.

● Conducted various management activities by analyzing and verifying test results, providing status reports. ● Involved in various types of testing, such as functional, regression, user acceptance, End to End testing and installation testing.

● Involved in preparing the Test plans, Test Matrixes, Test Scenarios, and Test Cases for all company products. ● Worked with business analysts, developers, and the content department to resolve issues. **Satyam Computers Scotia Bank, Canada 2002-2004 As a Developer,**

● System study and analysis

● Analysis of the Programs and JCL’s.

● Preparation of Detailed Design Document.

● Preparation of Program specification

● Coding, Unit testing and review of work components

● Preparing the job flow diagram of the system.

**TCS British Telecom, Cardiff, UK 2000-2001 As a Tester,**

● Involved in the preparation of Design Documents, Coding and Unit test plans for the problem requests (SRs/PRs) received as a part of the Functional Release.

● Preparing the test case doc and carrying all the test cases and documentation of the same as a proof of the testing had been done.

**Volunteer:** Red Cross member, Various Book Drives and Utah Tennis