**Srilata Ramamuni**

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**PROFESSIONAL SUMMARY**

An exceedingly **motivated** and results-oriented business analytical professional with more than 10 years of professional work experience across diverse industry/disciplineincluding Manufacturing, Oil and Gas, Human Resources Management Systems, Strategic Planning, and Energy Sector. Combining **technical** indepth **design**& **implementation** of customized systems and applications along with **business, analytical** and **project managementskills.** I have been driving the technical road-map and development in my current role. I have passion for innovation, problem solving and for driving products and ideas from inception to release into the market.

* Highly skilled as a SCRUM MASTER, facilitated the SCRUM ceremonies and time-boxed the ceremonies (Planning Meeting, Daily SCRUM, Sprint Review Meeting, Sprint Retrospective Meeting, Product Backlog Refinement Meeting).
* Collaborate with Product Managers to ensure the individual solution group product vision is understood and translated.
* Converted the Requirements into user stories that meets INVEST (Independent, Negotiable, Valuable, Estimable, Small, Testable) criteria and tasks that met the SMART (Specific, Measurable, Achievable, Relevant, Timeboxed) criteria.
* Maintained the artifacts like Product burndown chart, Sprint burndown chart, and Burnup chart ensuring that the Information Radiator is current and up-to-date.
* Develop metrics on the progress for the scrum teams and present to Sr. Management and Stakeholders.
* Trained and experience with **Agile**, Scaled Agile, and **Scrum** and**Kanban**methodologies.
* Lead team of Designers,Technical Writers and Testers within the Product Development team.
* Proven success in Impact Analysis, Cause and Effect, GAP Analysis (As-Is and To-Be Business Process), Cost Benefit Analysis, Work Breakdown Structure and Critical Path Analysis.
* Responsible for interfacing with the Enterprise Architecture Steering Team to ensure **compliance**.
* Experience in **leading high-profile, high-pressure** software releases.
* Experienced in **Business Analysis, Design, and Development, Implementing and Integrating** CRM Solution.
* Effective employment of skills and experience in providing production support, issues analysis and resolution.
* High expertise in tracing requirements throughout the development process and verifying their adherence to Requirement Traceability Matrix (RTM) and RACI chart, Assisted the QA team in developing Test scenarios, Test plans and Test Cases with the help requirements gathered with proper tracing back and forth.
* Analyzed source systems and business requirements, to develop User requirements, Functional and Nonfunctional requirements.
* Documented Requirement Artifacts such as Business Requirement Document (BRD), Functional Requirement Document (FRD), System Requirement Specification (SRS), and elaborative expertise with Change Management Handling.
* Experience in supervising Black-box Testing, Functionality Testing, Unit Testing, Integration Testing, and Regression Testing.
* Involved in User Acceptance Testing (UAT) where demonstrated the system to the end users and validated the product with them.
* Good knowledge of creating SQL Queries like DML, DDL, DCL commands which include Joins, Aggregate and unions in understanding the database and good knowledge about RDBMS (Relational Database Management systems).
* Good understanding of Data Warehousing concepts like OLAP, OLTP, top down Approach, bottom up Approach, data cleansing. Worthy knowledge of Entity Relationships (Logical, Conceptual and Physical diagram) and User Administration.
* Highly expertise in using tool likes JIRA to maintain the user stories and artifacts, TFS for requirement gathering and Issue tracking and generating reports throughout application development lifecycle and experience in using Confluence for better communicating with the team.
* Proficient in Microsoft Office tools like MS Access, MS Visio, MS Excel, MS Word, MS PowerPoint and MS Project.
* **Strong Management Skills**, demonstrated proficiency in **leading** and **mentoring** individuals to maximize levels of productivity, while forming cohesive team environments and great ability to manage multiple large-scale projects concurrently and efficiently.
* Excellent work ethics, **self-motivated**, **quick learner** and **team oriented**. Continually provided value added services through **thoughtful experience** and complex **problem solving skills**.
* Exceptional **interpersonalskills** and **communication skills**, worked collaboratively with **cross functional teams.**
* Flexibility to work in a fast-paced environment with changing needs and under **tight deadlines**.

**SKILLS**

**Methodologies:** Waterfall, Agile, Scrum, Kanban.

**Requirement Management Tools:** JIRA, TFS, MS Project.

**Reporting Tools:** SQL Server Reporting Service, Microsoft Power BI.

**Microsoft Office Tools:** Word, PowerPoint, Excel, Access, SharePoint, Outlook 365, Visio.

**Operating Systems:** Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008, Windows 8, Unix, Linux.

**Languages:** Apex, C, C++, .net, Java, JavaScript, HTML, DHTML, CSS, SQL.

**Tools:** Eclipse, Force.com Eclipse IDE Plug-in, Data Loader, Workbench, SOQL, SOAP UI.

**Database:** MS SQL Server 2000/2005, PL/SQL, Oracle 8i/9i, MS Access, MySQL, RDBMS.

**PROFESSIONAL EXPERIENCE**

**Client: DUKE ENERGY INC. (Charlotte, NC) Aug 2015 till date**

**Role: Tech Lead/SCRUM MASTER**

**PROJECT PROFILE:**

Duke Energy (NYSE: DUK) is one of the largest energy holding companies in the U.S., headquartered in Charlotte, N.C. It is listed as Fortune 125 company and provides electricity to 7.6 million retail customers in six states (Carolinas, the Midwest, Florida, Ohio, Kentucky and Tennessee). The electric service area estimated population is 24 million people. The company also provides natural gas to 1.6 million customers in five states and operates a growing renewable energy portfolio across the U.S.

**Responsibilities:**

* Facilitate Sprint planning, Daily scrums, Retrospectives, and Stakeholder meetings.
* Protect development team from outside distractions, impediments or team conflicts, and maintain focus on product backlog and project timeline.
* Work closely with Product Owner in backlog management and continuous delivery of features.
* Educate and reinforce Scrum methodology and Agile framework to team members and key stakeholders.
* Direct and Lead development team from project initiation through the delivery of final product.
* Work with internal partners and clients to understand the product vision.
* Lead the Sprint review (demo) to provide fast feedback on sprint results.
* Leading Sprint retrospectives and contributing to continuous process improvement.
* Collaborate with other Product Owners.
* Preparing reports for management and stakeholder regarding project status and provide KPI metrics.

**Client:** DUKE ENERGY INC., (Charlotte, NC)

**Role:** SR. SALESFORCE DEVELOPER/TECH LEAD

**Responsibilities:**

* Lead multiple cross functional project teams in designing, Implementing solutions to enhance the business processes.
* Analyze , document and represent the product requirements to the development teams.
* Responsible for management of the project timelines, scope and budget.
* Package integration and security compliance.
* Web Service Integrations and work with 3rd party system integrators to drive process.
* Conduct code reviews to maintain quality of code.
* Excellent track record of successfully managing small to large projects from conception to completion with strong leadership, managerial, analytical and technical skills.
* Identified process improvement opportunities to increase platform stability and realize operational efficiencies.
* Work with internal partners and clients to understand the product vision.
* Experienced in implementation of **Field Service Lighting** to manage work orders for field service operations and track SLA compliance with Milestones.
* Implemented **Knowledge** and **Articles** for Call Center agents and Field Advisor as a support tool.
* Created entity relationship diagrams and implementing them to Salesforce **Custom Objects, Junction Objects, Master-detail relationships** and **Lookup relationships**.
* Pervasive experience in creating and implementing **Roles (hierarchy), Profiles, Email Services, Page Layouts, Workflow Alerts** (and **actions**), and **Approval Processes.**.
* Experience in Salesforce.com SFA, **Force.com API, SOQL, SOSL, Apex Classes, Apex Triggers, Visualforce pages** and **Integration**
* Designed custom formula fields, field dependencies, **Validation Rules** and Search layouts.
* Experience in working on **Eclipse IDE** with **Force.com** plug-in for writing business logic in **Apex programming language**.
* Thorough knowledge in the **security** and **sharing model** at object, field, and record level to finely control the user’s access to different data.
* Extensive experience customizing and managing standard apps (Lead, Case management Web-to-Lead, Web-to Case, Email-to-Case) and creating custom apps.
* Proficient in **Data Migration** from traditional applications to Salesforce using **Import Wizard, Data Loader, Demand Tools**.
* Experienced with **Apex Test Class** for **SFDC Testing** ensuring maximum code coverage.
* Hands on experience in deploying and integrating the Salesforce CRM solutions
* Proficient in databases including **MS Access, MS Excel, Microsoft SQL Server, SQL & PL/SQL databases**.
* Effective employment of skills and experience in providing production support, issues analysis and resolution.
* Excellent with **HTML, CSS** and **JavaScript.**
* Proficient in dealing with the functionalities related to the **Service cloud,Sales Cloud** and **Marketing Cloud.**
* Experience working in all phases of **SDLC, Agile, Scrum** methodologies.
* Installing Appexchange**packages** after review and configuring for the User Groups.

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, Workbench, Demand Tools, ANT, Nintex Document Generation Package, ClickTools, Field Service Lightning, Email Services, Security Controls, Reports, Eclipse IDE Plug-in, HTML, DHTML, JavaScript, JIRA, Power BI, SOAP UI, SQL Server, LoadRunner.

**Client:** SOLIX INC. (NEW JERSEY) Nov 2014 – July 2015

**Role:** SALESFORCE DEVELOPER / ADMINISTRATOR

**PROJECT PROFILE:**

Solix provides complete life-cycle grant management solutions to assist with the pre and post award process for Eligibility criteria review, account set up, tracking, real time dashboard, high level evaluation reporting, The Project follows Agile Development Methodology that involves rapid releases and frequent design and development review sessions with the application owners and business process analysts.

**Responsibilities:**

* Translated Business requirements (BRD’s) to functional documents.
* Responsible for setting up login restrictions and resetting the user passwords.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles.
* Designed, Implemented and deployed standard and Custom objects, Page layouts, Custom tabs, and Components to suit to the needs of the application.
* Implemented pick lists, dependent picklists, lookup, master detail relationships, validation Rules and formula fields on the custom objects.
* Implementing **Security** and **sharing rule**s at object, field, and record level for different users of organization.
* Designed and developed **Partner Portal Authenticated Site** using **Sites.com**.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the Eclipse IDE.
* Designed and developed custom pages using **Visualforce andJavascript to provide better UX**.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and implementing**Governor Limits**.
* **Developed scripts** for Call Center Application.
* Enhancements & Troubleshooting for **Call Center.**
* Designed and developed **Eligibility Criteria review.**
* Enhancements to**Invoicing Application.**
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance Testing.**
* Created the work flows for automated Case routing, Case escalation, alerts and custom coaching plans.
* Creating **email templates** for Auto-Response, custom reports**, dashboards and analytic snapshots.**
* Experience in Synchronization, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring, and Reporting in a cloud scenario.
* Experience working with Deployment Tools like Force.com IDE based on salesforce.com Sandbox environments.
* Developed Test Classes and test methods to ensure maximum Code Coverage in production instance.
* **Deployment** and production release for new & previous Applications .
* Enhancements to Applications ensuring that the production data is in sync .
* **Defect tracking, defect fixes, build and release management.**
* Coordinated the process of **UAT defect fixes and support.**
* Involved in all the phases and **pre-production/post-production support a**ctivities.
* Provided the training to the internal business users to use the application.
* Assisted with overall IT service management and issues resolution.
* **Ability to work in a deadline focused, dynamic environment** consistently producing deliverable within agreed upon time-lines.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workbench, Email Services, Security Controls, JavaScript, Reports, Eclipse IDE Plug-in, HTML, DHTML, Java Script, TFS.

**Client:** WESTPOWER EQUIP. LTD. (CALGARY, CANADA) May' 13 - May' 14

**Role:** Salesforce Administrator/Developer

**PROJECT PROFILE:**

The project at Westpower included enhancing the existing capabilities and leverage some key business functionalities of the legacy application and provide customized solutions to the Sales team to keep track of their customers, their contact information, their opportunities in Pipeline and facilitate tracking and sharing of information across diverse business groups. As a part of Rapid Application Team, I was responsible for most of the high open requirements /enhancements, production issues, deployment of the application Supplier Management, which manages more than 400 clients which includes huge corporations and independent contractors as their suppliers.

**Responsibilities:**

* Analyzing, Designing and developing **custom business logic**.
* Excelled in administrative tasks like creating profiles, roles, users, page layouts, email services, Approvals, Activities.
* Extensive experience of using declarative features like validation rules, field dependencies, workflows, dynamic approval process for satisfying complex business process automations.
* Designed Many-to-Many relationships to implement Roll-up Summary fields to aggregate data from child records on the parent to maintain data quality and data consistency.
* Enabling Custom objects with Chatter feed and leveraging chatter feed through API.
* Profound Knowledge in lead, **case management**, W**eb-to-lead**, **Web-to Case**, **Email-to-Case**.
* Importing and exporting large volumes of data using Data Loader.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the Eclipse IDE.
* Manage and configure **Outlook to Salesforce, Chatter, Salesforce Mobile.**
* Support and train new end users and peers on the salesforce.com application.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and implementing**Governor Limits**.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance Testing.**
* **Ability to work in a deadline focused, dynamic environment** consistently producing deliverables within agreed upon timelines.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visualforce, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Eclipse, Sandbox environment, SOQL, JavaScript.

**Client:** MAGNAFAB INC. (CALGARY, CANADA) Mar' 11 - Aug' 12

**Role:** Salesforce Developer/Administrator

**PROJECT PROFILE:**

Magna Fab is manufacturing company providing its Services to Oil and Gas Industry. They needed a sophisticated yet simple CRM system to automate sales and service processes, increase productivity, and provide greater business visibility. They chose Salesforce for sales, service, support and product management. The Project follows Agile Development Methodology that involves rapid releases and frequent design and development review sessions with the application owners and business process analysts.

**Responsibilities:**

* Translated **Business requirements (BRD’s)**  to functional documents.
* Responsible for setting up **loginrestrictions** and resetting the user passwords.
* Implemented **public access settings** for sites, **restricted login hours,** and restricted login **IP ranges** on profiles.
* Designed, Implemented and deployed standard and **Custom objects**, **Page layouts, Custom tabs**, and**Components** to suit to the needs of the application.
* Creating **validation rules, workflows, layouts, users, profiles, field** and **object level security**.
* Experience programming with **Apex** and**Visualforce**by creating custom pages.
* Implemented **pick lists, dependent picklists, lookups, master detail relationships, validation Rules** and **formula fields** on the custom objects.
* Implementing **Security** and **Sharing rule**s at object, field, and record level for different users of organization.
* Developed Test Classes and test methods to ensure **maximum Code Coverage** in production instance.
* Provided the **training** to the internal business users to use the application.
* Help **reduce costs** and **increase profitability** by organizing and automating Business Processes.
* Building Customer portal to register and submit advertisements.

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, VisualForce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services, SOQL, JavaScript.

**Client:** MAGNAFLO SERVICES INC. (CALGARY, CANADA) Jun' 10 - Feb' 11

**Role:** Salesforce Developer/Administrator

**PROJECT PROFILE:**

The project involved implementing sales, support and integration of shipping, inventory, orders, QuickBooks and pricing functionality into Salesforce. Worked on both SFDC standard and custom objects, fields, relationships, Triggers, Workflows and Analytics, to create reports for its daily, weekly, quarterly and yearly sales reports and creating dashboards for tracking each individual milestone.

**Responsibilities:**

* Created the workflows for automated Case routing, Case escalation, alerts and custom coaching plans.
* Creating **email templates** for Auto-Response, custom reports**, dashboards and analytic snapshots.**
* Designed, and developed the **Custom objects, Formula fields, validation rules, Page layouts, Components, VisualForce Pages** to suit to the needs of the application
* Perform detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **VisualForce, Force.com IDE.**
* Developed design document for data loader based integration.
* Designed, developed and deployed **Apex Classes, Triggers and Packages** for various functional needs in the application.
* Created workflow rules and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Designed the Custom **VisualForce** pages for **Lead conversion**, **merging duplicates.**
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Integrated with external system using **Web Services Callouts** for cleansing the Address and save the data in the pages of Salesforce.com.
* Integrated the SOAP and Rest based **Web Services** for extracting the data from external systems to display in the pages of Salesforce.com.
* Prepared test plan and test case documents for Visibility application.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow** and **triggers**.
* Experience in Synchronization, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring, and Reporting in a cloud scenario.
* Experience working with Deployment Tools like Force.com IDE based on salesforce.com Sandbox environments.
* Assisted with overall IT service management and issues resolution.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Email Services, Security Controls, Reports, Eclipse IDE Plugin, HTML, JavaScript.

**Client:** MAGNAFLO SERVICES INC. (CALGARY, CANADA) Jun '08 - May' 10

**Role:** Computer Systems Analyst/ Business Analyst

**Responsibilities:**

* Developed web pages using ASP.Net and validated these pages using C#.
* Developed ASP.Net Server controls for the UI.
* Developed XML based menus that are compatible in both IE and Netscape.
* Used ADO.Net extensively for data retrieving, querying, storage and manipulation.
* Developed Web forms using VB.Net and ASP.Net.
* Developed Various XML Web Services. These Services expose Webmethod Parameters to outside world.
* Worked on administrative tasks such as create user groups, users and assign roles.
* Developed Data Driven Pages using ASP.Net, C#, ADO.Net.
* Designed and developed the Database and Tables using SQL Server 2000.
* Created the Interface using Visual Basic standard controls and custom controls.
* Created Stored Procedures and Triggers using SQL Server 2000.
* Used Microsoft Application Blocks for Data Access using ADO.Net.
* Used Visual Source safe as repository for ASP.NET project files.
* Created user roles and profiles , Security controls and sharing settings
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards
* Implemented Field level Security, profiles ,Workflows
* Customized the standard objects based on the business requirements.

**Environment:** ADO.NET, C#, ASP.NET, Visual Source Safe, JavaScript, XML, HTML, SQL Server 2000, Visual InterDev 6.0, IIS 5.0,XML Web Services, Salesforce.com

**Client:** INDOTRONIX LTD. (HYDERABAD, INDIA) Apr' 06 - May'07

**Role:** .NET DEVELOPER

**PROJECT PROFILE:**

ASP Inventory & Accounting System is developed to provide robust accounting features such as Invoicing, Bill Paying, Check Writing, Payroll, Customizable Reporting, Job tracking/Costing, Inventory, Purchasing, Quotes, Sales Orders, Time and Billing, Inventory, Fixed Assets Management.

**Responsibilities:**

* Worked on N-tier architecture consisting of Presentation, Business, and Data access layer coded using C#.
* Developed Web GUI and implemented various Web forms and User controls using ASP, .NET, C#, and JavaScript.
* Used .Net Validation Controls for validating different controls and JavaScript for client side validations.
* Designed of WCF based Service, Data, Fault and Message Contracts.
* Used AJAX for dynamic web pages and Gridview sorting and Paging were properly deployed.

**Environment***:* Visual Studio 2005, ASP.Net 2.0, C#.Net, Agile, Web services, WCF, WPF, IIS, XML, JavaScript, JQuery, ADO.Net, VB.Net, MS SQL Server 2005

**EDUCATION:**

Masters in Computer Applications, IGNOU, INDIA