



Technical Proposal

Stealth Solutions, Inc.

Response

to

The Government Publishing Office (GPO)

askGPO Salesforce Platform

SOLICITATION NUMBER: 040ADV-24-R-0058

July 26, 2024

Submitted By:

Stealth Solutions, Inc.

SBA Certified 8(a) Program Participant

SAM UEI: RCMZNAHAZ7D9

GSA MAS Contract: 47QTCA22D0053

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Cover Letter

July 26, 2024
Charles Bonet
Contract Specialist
Government Publishing Office
Email: cbonet@gpo.gov

Dear Mr. Bonet:

Stealth Solutions is pleased to provide this complete Technical and separate Business Proposal to meet all requested askGPO Salesforce Platform deliverables and the modification as stated in the Questions and Answers document.

RFP Name and Number: askGPO Salesforce Platform, Solicitation #: 040ADV-24-R-0058
Name of the Offeror: Stealth Solutions, INC.
Offeror Address: 46191 Westlake Drive, #112 Sterling, VA. 20165
Tax Identification Number: 470983634
UEI Number: RCMZNAHAZ7D9
Date of submission: July 26, 2024
Negotiation Authority: Rahul Sundrani, President Stealth Solutions, 571-230-5642
Raj Shekhar, Vice President Stealth Solutions, 206-495-7898
Proposal Authority: Rahul Sundrani, President Stealth Solutions, 571-230-5642

Stealth Solutions (Stealth) has chosen to bring on our CTA based contractor, Southpointe Consulting, UEI: P8YDK5KXK7U1 to complement Team Stealth's Salesforce expertise. Team Stealth agrees with all terms, conditions, and provisions included in the solicitation and agrees to furnish any or all items upon which prices are offered at the price set opposite each item as included in the separately submitted Business Proposal.



Sincerely,

Rahul Sundrani
President
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1. Technical Approach and Methodology Aspects

This Team Stealth Technical Proposal is specific, detailed, and complete to clearly and fully demonstrate our thorough **understanding of the requirements set forth in** the solicitation and is responsive directly to the solicitation documents.

Understanding of the Requirements

Team Stealth recognizes the Library Services and Content Management (LSCM) launched askGPO, a vital tool for managing the Federal Depository Library Program, on the Salesforce platform in August 2020. Since its implementation, the tool has undergone continuous enhancements and has become essential to many LSCM programs. It supports operations and partnerships with libraries, federal agencies, Congress, and the public. AskGPO offers services including customer account management, an inquiry system, and a repository for Congressional Mandated Reports.

The primary objectives of this project are to continuously enhance the askGPO platform's processes and functionalities using Salesforce Service Cloud and future-developed platforms to support customer relationship programs and meet CMR program requirements. This project aligns with GPO's Strategic Plan goals by prioritizing customer relationships, modernizing through innovative software solutions, transitioning from paper to electronic processes, expanding digital content, preserving historic collections, and ensuring financial stability by exploring new agency products and services while phasing out legacy practices.

LSCM is seeking a skilled and experienced project team to work under the guidance of LSCM leadership and coordinate with GPO Enterprise staff to continuously enhance, deploy, and support the askGPO Salesforce platform. The key scope areas includes:

1. Transitioning from existing team
2. Program management and oversight (Task Order 1)
3. Operations and maintenance, including data migration (Task Order 2)
4. Development and deployment of new functionality (Task Order 3)

The following section introduces Team Stealth's proposal to meet LSCM objectives and scope.

Proposed Team

Team Stealth recognizes the success of the askGPO implementation depends on expertise of the project team. We have thoroughly analyzed the requirements of the askGPO operational system enhancements, giving us a comprehensive understanding of the project's scope and objectives. Ensuring a seamless transition and overall success, we have assembled a highly skilled and experienced team. Our team includes experts in Salesforce Service Cloud, Agile project management, and federal domain operations, each bringing extensive knowledge and proven track records. With this dedicated team, we are fully prepared to address all technical and

management challenges, ensuring the continuous development, deployment, and operational excellence of the askGPO platform.

An introduction of our assigned team members and demonstration of role requirement satisfaction is provided on the below table.

Sr.#	askGPO Position	Name	Requirement	Response
1	Project Manager	Priya Jain	Masters, 10 Years	Meets Requirement
			Strategic Management & Contract Level Performance	Meets Requirement
			Budget Control, Quality & Timely Delivery	Meets Requirement
			Full Cycle Application Development	Meets Requirement
			Implementation of CRM utilizing Salesforce Service cloud platform. Advanced technology-based programs	Meets Requirement
2	Business Analyst	Ernesto Hernandez	Bachelors, 10 Years	Meets Requirement
			Process improvement and reengineering methodologies	Meets Requirement
			Principles to conduct process modernization technology	Meets Requirement
			Effective transition of existing project activities and objects	Meets Requirement
			Provide group facilitation, interviewing, training, and deliver additional forms of knowledge transfer	Meets Requirement
			Conducts programs reviews and meetings. Manages a single system acquisition program	Meets Requirement
3	Developer/Engineer III	Preetika Soni	Bachelors, 7 Years	Meets Requirement
			Application/ infrastructure engineering support. Creates and/ or maintains operating systems	Meets Requirement
			Modifies existing software	Meets Requirement
			Configures COTS and SaaS applications	Meets Requirement
			Executes software development life cycle phases	Meets Requirement
			Design, coding, testing and validation of programs. Testing and maintenance	Meets Requirement
4	Developer/Engineer III	Vandana Kuncham	Bachelors, 7 Years	Meets Requirement
			Application/ infrastructure engineering support. Creates and/ or maintains operating systems	Meets Requirement
			Modifies existing software. Configures COTS and SaaS applications	Meets Requirement
			Executes software development life cycle phases	Meets Requirement

Sr.#	askGPO Position	Name	Requirement	Response
			Design, coding, testing and validation of programs. Testing and maintenance	Meets Requirement
5	Scrum Master	Raj Polkam	Bachelors, 4 Years	Meets Requirement
			Management analysis process. Project plans to achieve performance-based objectives	Meets Requirement
			Enhances implementation, systems, and services	Meets Requirement
			Integral support validation, documentation, and implementation of systems applications	Meets Requirement
			Performs overall strategic management, planning, contract level performance metrics	Meets Requirement
			Production of overall contract/ task order support operations	Meets Requirement
6	Senior Salesforce Developer/ Engineer III	Swapna Chiluvuri	Bachelors, 8 Years	Meets Requirement
			Develops program/Project schedule. Manages a single system acquisition program	Meets Requirement
			Reviews / oversees the preparation of all documentation;	Meets Requirement
			Experience in architecting and planning large and complex information system implementation	Meets Requirement
			Package application implementation ERP and CRM packages	Meets Requirement
			Change management and business process redesign	Meets Requirement
7	Application Architect	Phesheya Nxumalo	Bachelors, 6 Years	Meets Requirement
			Translating IT mission requirements and information problems into solutions	Meets Requirement
			Security threats or track vulnerabilities found through testing	Meets Requirement
			Analytics and work with GPO IT to ensure systems are not compromised	Meets Requirement
			Serve as a liaison for interpreting and translating various security disciplines	Meets Requirement
			Responsible for the overall security for project design, coding, testing and validation of programs	Meets Requirement
			Maintenance of appropriate documentation for system design, testing and maintenance of the complete project.	Meets Requirement
8	Technical Lead	Marlon Mate	Masters, 10 Years	Meets Requirement
			Manage the design, coding, testing and validation of the project programs	Meets Requirement
			Manages multiple systems acquisition program	Meets Requirement
			Project of major technical or functional areas.	Meets Requirement

Sr.#	askGPO Position	Name	Requirement	Response
			Establishes development policies, architectures	Meets Requirement
			Manage the development & testing. Implementation of new enhancements	Meets Requirement
			Develop program budgets, Standards, and schedules for multiple projects/ programs	Meets Requirement
			Coordinates, reviews, supervises work of assigned staff	Meets Requirement
9	Data Migration Specialist	Richa Dubey	Bachelors, 6 Years	Meets Requirement
			Managing the entire data migration process by identifying potential issues	Meets Requirement
			Coordinating with the LSCM to determine the data needs	Meets Requirement
			Evaluate GPO and LSCM existing stems to determine how to best move data from one system another	Meets Requirement
			Create an inventory of all data	Meets Requirement
			Provide expert technical support for the data migration process	Meets Requirement

The diagram below depicts some of the **key tasks performed by the roles in each Task order**. Please note that this is not a comprehensive list and is just a representation of how the proposed roles will be utilized.










Roles & Responsibilities								
	Project Manager	Application Architect	Sr.BA/Scrum Master	Tech Lead	Salesforce Dev	BA/Scrum Master	Dev/Engineer	SME/Data Migration
Transition	Planning, Coordination and Support Readiness	System Analysis, KT Activities	Transition Documentation and Configuration Workbook	System Analysis and Technical KT	Not Involved	Not Involved	Not Involved	Object Model Analysis
Program Management	Process Optimization, Stakeholder Management	Technical Governance	Stakeholder Engagement	Performance Standards Definition	Not Involved	Not Involved	Not Involved	Quality Assurance and Metrics for Data Management
Operations and Maintenance	System Monitoring, Maintenance Schedule Management	Performance Management, Incident Management, Upgrades	Issue Resolution, User Support	Code Coverage and Quality Management	Upgrades and Bug Fixes	User Training, Documentation	Bug Fixes and User Support	Data Fixes and Data Updates
Enhancements and New	Resource Planning, Scope Management	Solution Design, Technical Leadership	Requirements Gathering and Scope	Technical Design and Performance Management	Solution Build	RTM and Sign off	Solution Build	Data ETL from Legacy Systems
								

Figure 1 : Team Tasks & Responsibilities

Making the Transition Seamless

At Stealth Solutions, we prioritize our collaborative approach for transition management. We start with a meeting involving the outgoing contractors and the LSCM project team to establish clear communications and review of our transition plan. This ensures we all understand the critical details and timelines.

We create a detailed timeline to track progress and address potential challenges, confirming roles, timeframes, and resources to ensure everyone is aligned with the project's expectations. Any differences between the old and new contracts, including scope, delivery, and terms, will be meticulously reviewed and documented for a smooth transition.

To support this process, we develop essential plans such as a Risk Management Plan, Communication Plan, Stakeholder Engagement Plan, and Project Management Plan. These help manage risks, maintain effective communication, engage stakeholders, and oversee the project efficiently. Contract administration procedures are established, and access to facilities, equipment, systems, and authorizations will be promptly arranged to prevent operational disruptions.

We facilitate the transfer of resources from the outgoing supplier to ensure project continuity. If significant changes or new resource arrangements are introduced, we will conduct comprehensive staff training. Our communication strategy includes regular updates and clear channels with the outgoing contractor, stakeholders, Product Owner, and staff to ensure transparency and alignment throughout the transition.

Team Stealth recently executed a successful similar transition for USAID Prosper Africa Tracker, built on the Salesforce platform. By the end of the transition period, we were fully equipped to support ongoing Salesforce application development, operations and maintenance tasks independently, demonstrating our capability for an organized and successful transition.

The figure below illustrates our proven transition approach.

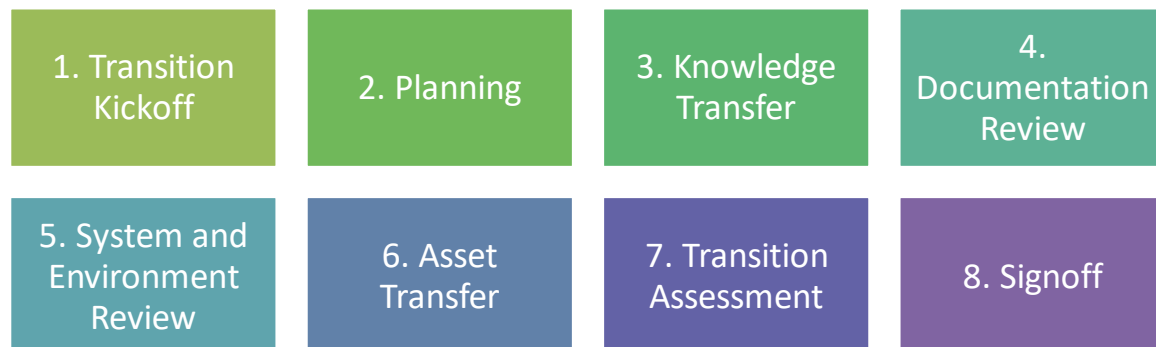


Figure 2: Transition Approach

Task Order 1: Program Management and Oversight

At Team Stealth, we are dedicated to delivering high-quality program management services with precision and timeliness. We ensure the accurate and timely completion of all program management deliverables, including comprehensive plans, detailed status reports, thorough meeting minutes, and adherence to the tasks and deliverables outlined in the program management plan and regular reporting to stakeholders. Our documentation is meticulously prepared to minimize the need for critical revisions. We excel in the effective coordination and oversight of task order execution, ensuring compliance with all contractual requirements, schedules, and quality standards.

We proactively identify, mitigate, and resolve program risks, issues, or deviations from the schedule, scope, and plan, ensuring seamless project execution. Our resource management is effective, ensuring optimal allocation and utilization across task orders. We adhere to industry-standard coding and development practices, including Salesforce guidelines and the GPO Agile methodologies, maintaining strict adherence to sprints and timelines.

Proactive communication and collaboration with stakeholders are at the core of our operations, providing timely updates and promptly addressing any issues or concerns. We prioritize security and privacy best practices when handling sensitive data within Salesforce environments. We foster productive and collaborative relationships among all stakeholders, including the contracting officer, task order managers, business sponsors, technical teams, product vendor account executives, management, and other relevant personnel.

For example, Team Stealth provides program management support for the USAID Salesforce PSC Hiring and Management System, ensuring that all project workstreams and actors collaborate effectively towards efficient implementation and operations. We manage and administer the work to ensure tasks are performed timely, efficiently, cost-effectively, and with the highest quality. The Program Manager (PM) oversees the following areas:

- **Staffing:** Assign and manage qualified, technically proficient staff, minimize turnover, and motivate individuals to achieve excellent performance.
- **Communication and Reporting:** Coordinate with the Product Owner, COR, key stakeholders, and IT support staff to provide thorough and timely reporting on project status and performance. Deliver quality outputs promptly and respond to ad hoc inquiries.
- **Execution of Work:** Ensure all contractual requirements are met and solutions are delivered on time per USAID standards and federal IT guidelines. Identify, assess, mitigate, and manage project risks.
- **Meetings and Metrics:** Participate in meetings as required and track monthly and cumulative performance metrics.

In addition to managing application delivery and daily tasks, our approach to Program Management Support will involve assisting LSCM in developing a Product Roadmap. This will be achieved by gaining a deep understanding of GPO's strategic direction and incorporating feedback from direct interactions with users during weekly meetings, training sessions, and support.

Task Order 2: Operations and Maintenance, including Data Migration

Team Stealth is dedicated to ensuring the ongoing operation and enhancement of our systems through focused Operations and Maintenance (O&M) procedures. This includes regular maintenance and supplemental data migration to improve system efficiency and effectiveness. We will follow the GPO IT-approved Agile Lifecycle Methodology and Framework (Scrum) and adhere strictly to the GPO IT Agile process within the GPO Microsoft TFS (Azure DevOps) Environment for seamless integration.

Team Stealth O&M and Contact Center will enhance capabilities to support a GPO customer-service-oriented, multichannel relationship center. We use Agile Project Management tools to create knowledge materials, products, and tools essential for managing inquiries, communications, protocols, and technical questions.

We implement industry best practices, coding standards, and guidelines to improve code quality and maintainability. Our team will monitor and optimize Salesforce applications for better performance and reusability.

Our agile approach to O&M and release management addresses user requests quickly by understanding user needs and business processes. We manage cases, assess impacts, and prioritize bugs and performance issues based on urgency. Our processes allow for out-of-cycle emergency releases and minor feature changes. If a bug cannot be resolved immediately, we provide an estimated completion time and its impact on other efforts. This information will be reviewed with the askGPO Project Manager during meetings and governance sessions. All requests are tracked as Cases, with visibility provided through reports and dashboards.

Team Stealth maintains a strict configuration management process, using multiple sandboxes, production environments, and track code versions. We propose a monthly release cadence with flexibility for additional releases if needed. Each release will include milestone dates, detailed release notes, and a comprehensive dashboard with ticket details. We will also provide detailed configuration documentation and quick reference guides for users, posted to Microsoft Teams.

Additionally, we review Salesforce's major platform releases (Winter, Spring, Summer), conduct impact analyses, and make recommendations for regression testing and leveraging new functionality. We ensure critical and security updates are applied and tested before production deployment.

Below is an example from the Bureau of Fiscal Service illustrating the scope of Salesforce-related O&M services we provide.

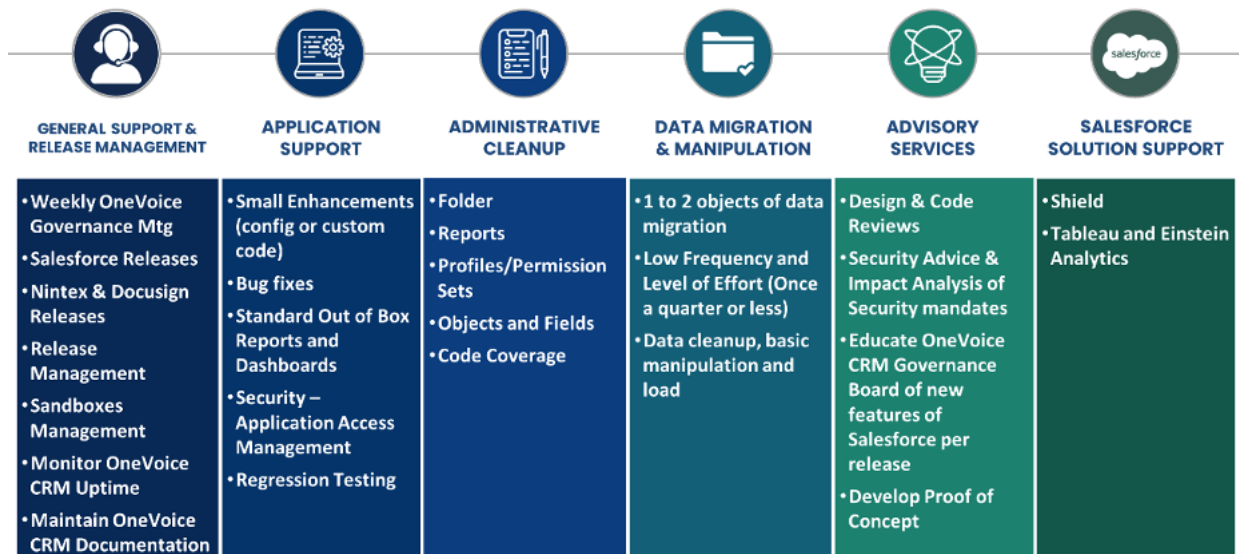


Figure 3: Salesforce-related O&M services

Environment Management Approach

Environment Management is crucial as LSCM's vision involves supporting numerous applications across various business lines. With multiple task orders, we must align support teams for working on development, enhancements, and the production environment. Team Stealth proposes using the same Environment and Deployment Management process we use for Fiscal Services under our current Operations and Management contract. The guidelines for Environment Management are:

- Each development team will create its own change sets and deploy them to an integration sandbox.
- Teams will prepare deployment documents for the O&M team to use for deployments in the Full sandbox and Production.
- Development Sandboxes should be refreshed at least quarterly or after major releases (new applications or Salesforce major releases).
- The Integration (INTG) sandbox will be refreshed every two months or after major releases.
- The Full sandbox (if available) will be refreshed monthly after support releases unless constrained.

Our Environment Management structure is scalable to support multiple development teams. Each team can deploy change sets into the Integration Sandbox after thorough unit testing. The Integration Sandbox replicates the Production environment for testing code and configurations, allowing for end-to-end regression testing, application reviews, and integration with third-party products like Nintex DocuGen or DocuSign.

After testing, the O&M Team deploys the package or change sets to the Full Sandbox for User Acceptance and Functional Testing. Once User Acceptance Testing is signed off, the application is deployed to Production.

The figure below illustrates the Salesforce Environment and Deployment process used by Team Stealth for Fiscal Services. This process supports the O&M of existing applications, the implementation of new OneVoice CRM applications, and integration with systems like GEM, CMIAS, and USA Spending.

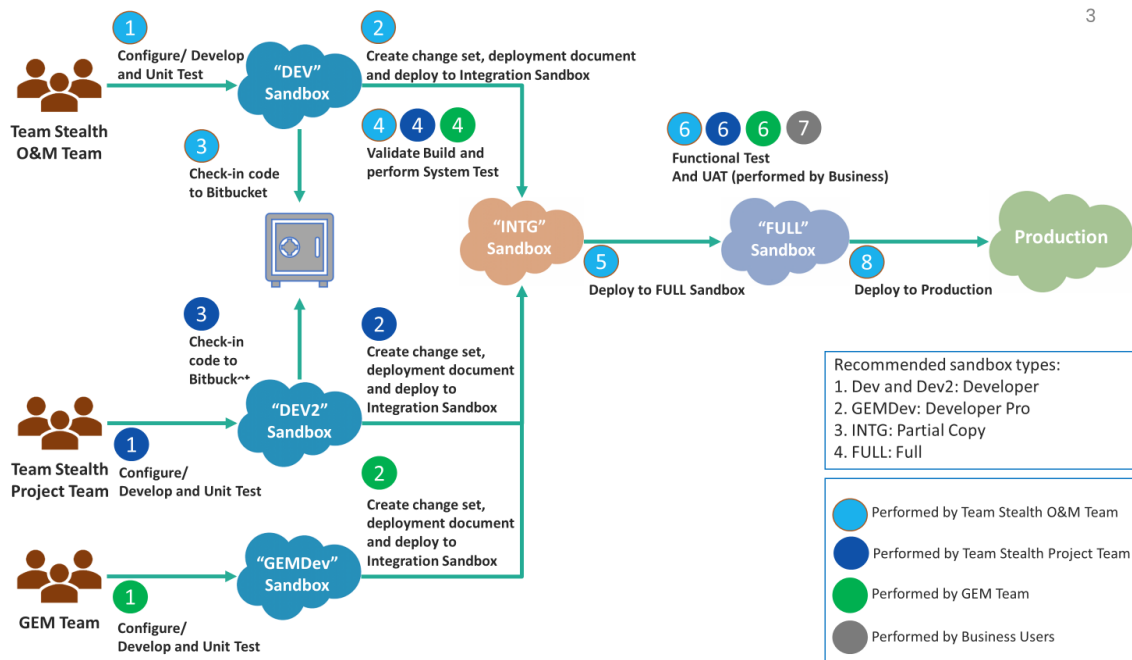


Figure 4: Salesforce Environment and Deployment process

The diagram below shows our branching and release management strategy, which automates the handling of multiple software branches and change sets. This automation minimizes mistakes and reduces manual release time, allowing us to focus on activities that enhance functionality and provide business value.

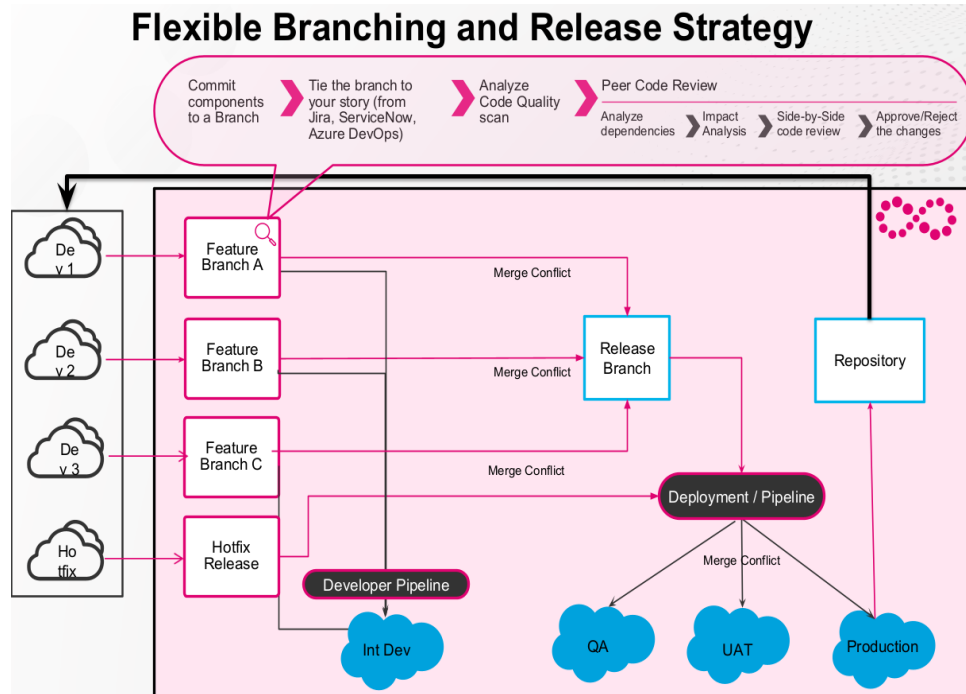


Figure 5: Flexible branching and release strategy

Automation of the management of multiple branches of software and multiple project change sets will help minimize the risk of mistakes and reduce the time associated with manual releases. The time gained from automation of environment updates will be used toward activities that add functionality that brings business value.

Data Mangement/Migration Approach:

Data Management is crucial for GPO's success with Salesforce. Team Stealth will collaborate with stakeholders to create a long-term data management strategy by:

1. Identifying data needs in Salesforce
2. Assessing the current state of data in Salesforce
3. Designing a database architecture using Salesforce standard or custom objects
4. Creating a data migration plan to transfer data from existing systems to Salesforce
5. Developing reports and dashboards to address key business questions
6. Establishing policies and procedures for data quality, archival, and security

When migrating to Salesforce, it's crucial to understand the steps to ensure alignment with the overall data migration vision. The table below outlines the five stages our team uses to transition from legacy systems to new Salesforce applications.

Stage		Description
1.	Extract	<ul style="list-style-type: none"> Extraction of data from source systems. Definition of which entities and records will be migrated. Archiving of legacy data.
2.	Standardize	<ul style="list-style-type: none"> It may be necessary to repeat elements of the data cleansing process for each release depending on timescales.
3.	Transform	<ul style="list-style-type: none"> Mapping legacy data to the new data model and field values Standardization of data formats (e.g., where fields are used differently across global regions). Combination of data from multiple source systems when required. Data acquired across multiple systems will be evaluated for matches to ensure duplicates are not created in Salesforce.
4.	Load	<ul style="list-style-type: none"> Development of an automated load routine. This assumes data has been previously standardized into target format ready for loading.
5.	Validate	<ul style="list-style-type: none"> Technical validation that data has been successfully loaded. Log results (success and errors) in logging tables or files for reporting. Error resolution and re-testing. Business testing to ensure data is correct and fit for purpose.

During data migration, repetition is crucial to quickly incorporate learnings. We use an iterative approach targeting high-risk or uncertain areas first. This involves:

1. Performing an initial risk analysis of key areas, such as source data quality and matching
2. Conducting early tests of each process step, starting with a small set of fields and data to validate the approach before expanding
3. Building the data migration process to be repeatable, allowing multiple runs.

This process will be tailored to meet askGPO's needs. In our O&M contract for the USAID Prosper Africa program, we support:

1. Uploading opportunity data extracts from legacy systems as deals are processed.
2. Mass updating account and contact information.
3. Mass updating opportunities based on user requests.

Task Order 3: Development and Deployment of New Functionality

As a Salesforce Partner, Team Stealth prides ourselves on our deep implementation expertise in deploying Salesforce solutions tailored specifically for government agencies. Team Stealth has built various solutions like PSC Hiring and Management, Deal tracking, Grants Management, Contact Management, Learning Management, etc. on the Salesforce platform for various Government Agencies. Team Stealth encompasses a mindset to deliver maximum value to clients while transitioning to Salesforce.

Team Stealth offers key Salesforce services including Implementation Services (Requirements Gathering, Solution Design, System Configuration, Customization, Data Migration, End User Training, and Go Live Support) for transitioning from legacy systems to cloud applications; Integration Services (seamless integrations between Salesforce and existing legacy applications

using Salesforce APIs or middleware like MuleSoft) for integrating Salesforce into the enterprise ecosystem; and Advisory Services (strategic guidance on Salesforce design decisions, business process analysis, and redesign) to align the platform with overall agency goals.

We specialize in customizing and integrating Salesforce to enhance public sector operations, from streamlining citizen services and improving constituent relationship management to automating internal workflows and ensuring compliance with governmental standards. Our proven track record of successful Salesforce implementations for various government departments underscores our commitment to delivering robust, scalable, and compliant solutions that drive efficiency and transparency.

Agile Mindset

Team Stealth Agile philosophy and practices detail the standardization in software development to promote quick response to changing environments, changes in user requirements, and accelerated project deadlines. The project uses the Agile Scrum methodology shown in Figure .

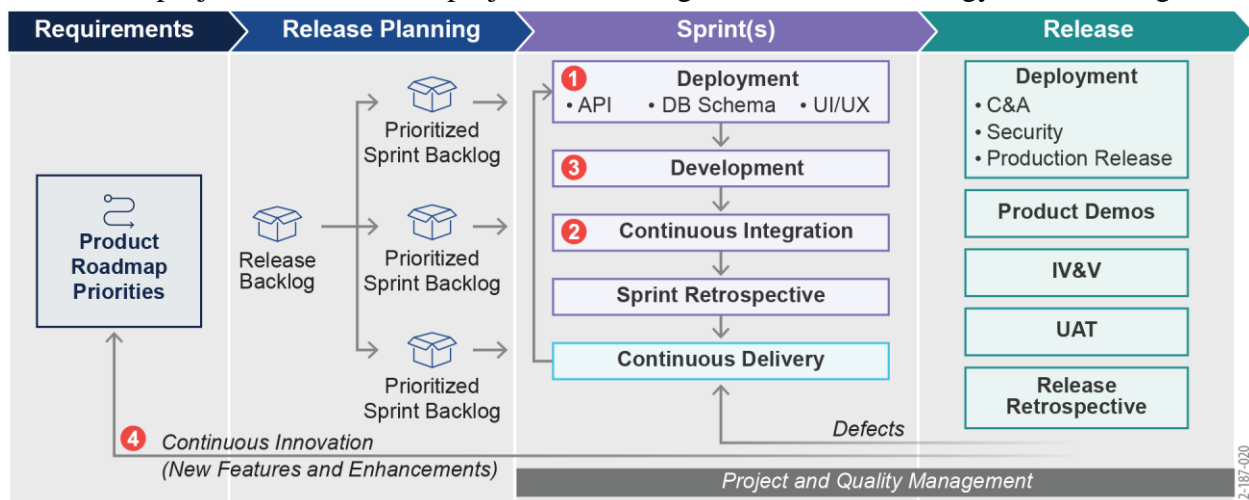


Figure 6: Agile-Scrum Lifecycle

Adherence to Salesforce Technical Standards

Team Stealth adheres to Salesforce technical standards to ensure scalable, reusable, and flexible development on the platform. Our practices align with the Salesforce Technical Standards, emphasizing congruous and well-structured code to support enterprise-scale operations. We implement best practices for code readability, style, and formatting, using guidelines such as the Google Java Style Guide for Apex and MDN JavaScript Guidelines. We also ensure accessibility compliance following ARIA and Section 508 standards. Our naming conventions and code commenting adhere to USAID and Salesforce recommendations. Secure coding practices follow OWASP guidelines, and we apply object-oriented programming principles, separation of concerns, and selector classes to maintain robust and maintainable code. Our data and integration standards leverage Mutual Auth and JWT Bearer Token OAuth for secure connections, and we utilize encryption to protect sensitive information. Lastly, our testing and quality assurance

practices include unit tests, static code analysis, and regression tests to ensure high-quality and reliable deployments.

LSCM Implementation Approach

For LSCM enhancements, our goal is the continuous interface and development of a centralized repository for essential LSCM documents critical to program operations. By leveraging digital content management, we will drive the ongoing discovery, development, and implementation of a comprehensive content management system for LSCM documents. This system will offer an integrated multi-user interface with askGPO, enabling efficient content management both internally and externally for LSCM and the Federal Depository Library Program. Our implementation includes consolidating existing documents, files, and folders across LSCM into a centralized interface system, facilitating easy management, sharing, and creation of documents.

Our SMEs will work with LSCM from Day 1, starting with the Fit-Gap analysis and continuing to provide support for system requirements, development, testing, User Acceptance Testing (UAT), and training. Further, our SMEs will work with LSCM to optimize business workflows and processes for the LSCM to drive its mission. Team Stealth will prioritize a customer-centric approach, where we collaborate closely with LSCM to understand the unique needs and goals. Our team of skilled Salesforce developers are adept at configuring and customizing Salesforce solutions to align perfectly with our client's business processes. We believe in delivering high-quality solutions that not only meet the immediate requirements but also have the scalability and flexibility to adapt to future growth and changes.

Team Stealth's implementation approach which is comprised of three major phases – Envision, Build, and Deploy. This model has been successful across multiple deployments for our Salesforce customers. Specifically, we have observed that by completing a formal gap analysis, architecture analysis, and design process at the start of the project, we can better align expectations around scope, cost, and schedule with our customers.

The diagram below depicts the various tasks that will be performed in the three phases for all new implementations:

STEALTH SOLUTIONS		Envision	Build			Deploy	
PHASE OVERVIEW	This phase involve certain one-time activities such as a formal project kick-off with the stakeholders, and the setup of the various development (DEV) and testing (TEST) environments.		This phase begin with the preparation of a detailed project implementation plan for developing and deploying Salesforce solution and ends with a solution that is ready for testing.			There are three major aspects to this phase – UAT , training , and deployment. The main goal is to deploy and verify the system in the PROD environment.	
	Task 1 -Governance Setup -Project Plan Baseline -Environment Setup.	Task 2 -Product Walkthrough -Gap Analysis -Customization Requirements and Design -Accelerator Assessment	Task 3 -Configuration Implementation -Hands-on review & demos	Task 4 -Customization -Data Migration -Integration	Task 5 -System Integration Testing	Task 6 -Training -User acceptance Testing -UAT Data Migration	Task 7 -Production Deployment -Support -Production Data Migration
KEY DELIVERABLES		<ul style="list-style-type: none"> Project Kickoff Deck Project Schedule Revised Contractor Project Management Plan Gap Analysis Document System Design Document Revised Quality Control Plan Bi-Weekly Status Report 		<ul style="list-style-type: none"> Functional Requirements Document User Stories/Product Backlog Configured System Bi-weekly Status Report Data Migration Plan 		<ul style="list-style-type: none"> UAT Scenarios User Manual Maintenance and Support Plan Bi-Weekly Status Report Systems in Production 	

Figure 7: Team Stealth's Implementation Approach

Specific to each of the three phases we perform the following activities:

Envision: In the envision phase, Tema Stealth will work closely with LSCM to identify the new requirements for the application that needs to be built by conducting workshops and surveys. Team Stealth will then document specific requirements in a product backlog and engage in-house business and technical experts on architectural analysis, identification, and fit-gap analysis of existing accelerators, and design customizations that will meet immediate and anticipated business needs in the future.

Build: The primary purpose of the Build phase is to configure and tailor the solution per the requirements identified in the Envision phase. Team Stealth will leverage its Agile Delivery Framework (depicted above) to configure, develop, and test, with each sprint lasting two to three weeks. As per the RFP requirement, Team Stealth members will be able to quickly adapt LSCM's methodology. After each sprint, Stealth will demonstrate usable functionality to LSCM staff to solicit early comments and implement them, if prioritized, in subsequent sprints to deliver a highly acceptable system for UAT.

Deploy: After completing the in-house testing in the Build phase, Team Stealth initiates the Deploy phase by conducting a UAT for system acceptance with a subset of system users appointed by LSCM. The UAT participants get an opportunity to test the system using migrated data and new data. We work closely with LSCM to triage and address critical UAT issues and comments before Go-Live and agree on a resolution timeline for all remaining items. We will

finally deploy the code and migrate the data to production. To ensure system users are ready to use the new System on Day 1, Team Stealth will deliver different types of training (e.g., Systems Administrators Train-the-Trainer, and end-user) to system users.

2. Corporate Capability and Experience

Team Stealth is comprised of the team leader, Stealth Solutions, Inc. and the contributing partner Southpoint Consulting, Inc. within a CTA management and pricing arrangement.

Stealth Solutions, Inc. (Stealth) is a Virginia-based, SBA-certified 8(a) small business, incorporated in 2014. With a commitment to delivering innovative technology solutions, Stealth holds key contract vehicles such as the 8(a) STARS III and GSA's Multiple Award Schedule (MAS). Our mission is to drive operational efficiency and strategic value for our clients through tailored solutions and exceptional service across the cloud spectrum using proven agile methodologies.

Southpoint Consulting, Inc. (Southpoint) is pleased to partner with Stealth Solutions for the implementation of askGPO. Established in 2009, Southpoint is an Economically Disadvantaged Women-Owned Small Business (EDWOSB) headquarters in Virginia. Southpoint provides management and information technology consulting dedicated to providing superior services. We combine business acumen and innovative technology solutions to help clients achieve their goals and enhance business performance.

Expertise and Core Competencies

Team Stealth's key management personnel each bring over a decade of experience and certifications in various aspects of Salesforce. As a certified Salesforce Consulting Partner, Team Stealth specializes in:

1. Service Cloud Implementation
2. Customer Relationship Management (CRM)
3. Grants Management
4. Contact Management
5. Learning Management
6. Investment Management

Our Salesforce team is dedicated to delivering maximum value to clients by ensuring smooth transitions to Salesforce and providing ongoing operational support. This commitment is demonstrated through our rigorous hiring practices and mentorship programs, which ensure our team members uphold team stealth high standards of service delivery.

Established Corporate Processes and Capacities

Recruitment and Staffing

- **Talent Acquisition:** Team Stealth recruitment strategy involves rigorous screening and selection processes to ensure we hire the best talent in the market. We maintain a robust network of industry professionals and leverage proactive recruitment techniques to quickly ramp up and meet project demands.
- **Contingency Planning:** We have a comprehensive contingency plan in place to manage acquisition personnel, ensuring continuity and minimal disruption in project delivery. This includes maintaining a pool of pre-vetted candidates ready to step in as needed.

Project Management

- **Agile Methodology:** We employ Agile/Scrum methodologies to enhance delivery speed and flexibility, allowing us to adapt quickly to changing requirements and client needs. Our Agile practices promote iterative development, frequent feedback, and continuous improvement.
- **DevSecOps Practices:** Our integrated DevSecOps approach ensures that development, security, and operations teams work collaboratively to deliver secure and efficient solutions. This methodology promotes seamless integration, frequent testing, and rapid delivery.

Quality Assurance

- **Continuous Improvement:** We implement Continuous Feedback (CF) and Continuous Service Improvements (CSI) to measure, refine, and enhance our processes. This commitment to continuous improvement ensures that we consistently deliver high-quality outcomes for our clients.

- **Compliance and Standards:** Team Stealth adheres to industry best practices and regulatory standards, ensuring our solutions are compliant with federal and agency-specific requirements. Our quality assurance processes include thorough documentation, regular audits, and adherence to compliance frameworks.

Technical and Contractual Support

- **Technical Expertise:** Our team possesses deep technical expertise in Salesforce and related technologies, enabling us to provide comprehensive support for system design, development, integration, and maintenance. Our technical support services ensure the stability, security, and performance of our clients' systems.
- **Contractual Support:** Team Stealth dedicated contractual support team ensures compliance with contract terms and conditions, manages documentation, and addresses any contractual issues promptly. Our team is well-versed in federal contracting regulations and practices, ensuring smooth contractual engagements.

Ability to Ramp-Up and Meet SOW Requirements

17. Team Stealth has a proven track record of rapidly scaling our operations to meet project demands. Our ability to quickly ramp-up is supported by:
18. **Efficient Onboarding:** Our streamlined onboarding processes ensure new hires are quickly integrated and productive. We provide comprehensive training and support to ensure that new team members are fully equipped to meet project requirements.
19. **Scalable Resources:** Team Stealth maintains access to a broad talent pool, allowing us to scale resources up or down as project needs evolve. This flexibility ensures that we can respond quickly to changes in project scope or requirements.
20. **Proactive Resource Management:** Regular capacity planning and resource allocation ensure optimal team composition and workload distribution. Our resource management practices enable us to maintain high levels of productivity and efficiency.

Meeting SOW Requirements with Established Corporate Processes

Team Stealth is committed to meeting the requirements of the Statement of Work (SOW) through our established corporate processes and capacities. Our approach ensures that we provide high-quality, responsive support throughout the procurement cycle operations.

1. Comprehensive Procurement Cycle Support

0. **Strategic Planning:** Our strategic planning processes involve thorough analysis and understanding of client requirements, enabling us to develop tailored solutions that align with client objectives.
1. **Requirement Analysis and Solution Design:** Stealth's team conducts detailed requirement analysis and solution design to ensure that our proposed solutions meet all technical and functional requirements. We leverage our expertise in Salesforce and related technologies to design robust, scalable solutions.
2. **Implementation and Integration:** Our implementation and integration services include system configuration, customization, data migration, and seamless integration with

- existing systems. We ensure that our solutions are fully integrated with clients' enterprise ecosystems.
- **Testing and Validation:** We conduct rigorous testing and validation processes to ensure that our solutions meet all performance, security, and compliance requirements. Our testing practices include unit testing, integration testing, system testing, and user acceptance testing.
 - **Deployment and Go-Live Support:** Team Stealth provides comprehensive deployment and go-live support, ensuring a smooth transition to the new system. Our support services include end-user training, change management, and post-implementation support.

2. Ongoing Support and Maintenance

- **Managed Services:** Team Stealth provides ongoing support, maintenance, user adoption assistance, troubleshooting, system maintenance, and upgrades. Our managed services ensure the continued performance, security, and reliability of our clients' systems.
- **User Training and Adoption:** We provide comprehensive training programs to ensure that end-users are fully equipped to use the new system effectively. Our training programs are designed to promote user adoption and maximize the value of the new system.
- **Continuous Improvement:** Our continuous improvement processes involve regular reviews and enhancements to ensure that our solutions continue to meet evolving client needs. We gather feedback from users and stakeholders to inform our improvement efforts.

3. Corporate Support Technology

Team Stealth leverages advanced technologies to support our corporate processes and personnel. Our technology infrastructure includes:

- **Project Management Tools:** We use industry-leading project management tools to plan, track, and manage project activities. These tools enable us to maintain visibility and control over project progress, ensuring timely and successful delivery.
- **Collaboration Platforms:** Our collaboration platforms facilitate seamless communication and collaboration among team members, stakeholders, and clients. These platforms support real-time collaboration, document sharing, and task management.
- **Automation and Analytics:** We leverage automation and analytics tools to streamline processes, enhance decision-making, and improve efficiency. Our analytics tools provide insights into project performance, enabling us to identify and address issues proactively.
- **Security and Compliance Tools:** Team Stealth uses advanced security and compliance tools to ensure the security and compliance of our solutions. These tools include identity and access management, data encryption, and compliance monitoring.

Conclusion

Team Stealth is dedicated to providing robust, scalable, and compliant technology solutions tailored to the unique needs of government agencies, delivering a full array of software implementations and customizations. Our extensive experience, well-versed in both Agile Development and Scrum methodology, strategic approach, and proven track record make us an ideal partner for GPO's Salesforce implementation project. We look forward to leveraging our capabilities to deliver a solution that meets and exceeds the GPO's expectations, ensuring operational efficiency, strategic value, and continuous improvement.

3. Past Performances

Project 1: USAID Prosper Africa Tracker

Stealth provides the project example below to highlight project details that are currently being implemented for the USAID Prosper Africa Program. We believe the size, nature, and complexity of the project match closely with the GPO Requirements.

PAST PERFORMANCE – USAID Prosper Africa Tracker	
1. Contractor Name: Stealth Solutions, Inc - Role on Project: Prime	
2 Contractor Address: 46191 Westlake Drive, Suite #112 Sterling, VA - 20165	3. Contract Type: T&M and FFP
4. Procuring Agency/Company Name: United States Agency for International Development (USAID)	5. Agency/Company POC: Ali Momand Phone: (202) 460-6831 Email: amomand@usaid.gov
6. Period of Performance: January 2022 – January 2025	7. Dollar Amount of Award: \$ 3,570,003
8. Description of Scope: Stealth effectively managed the transition of the Prosper Africa Salesforce CRM from Steampunk, assuming responsibility for key aspects including design, development, system security and compliance, operations and maintenance, governance, user training, adoption, and license management for the Salesforce COTS solution. A critical achievement was attaining the Authority To Operate (ATO) for the FedRAMP-certified cloud-based application. Notably, extensive effort was invested in rectifying	

inherited data model, design, configuration, security, and usability issues, resulting in a refined and seamless platform that enables global collaboration among USAID staff.

Stealth scope of work encompasses:

Transition [CLIN0001]

Development and Enhancements [CLIN0002]

Project Management [CLIN0001]

Operations and Maintenance [CLIN0003]

The Stealth Project Manager (PM) ensures comprehensive oversight across multiple workstreams. This PM plays a pivotal role as the Point of Contact (POC) liaising with various stakeholders, including the COR, CIO, Client Services team, Program teams, and more. The PM takes full accountability for on-schedule implementation, adherence to budget, and successful rollout and support of the Prosper Africa Salesforce CRM.

Stealth contributions to system adoption are noteworthy, with more than 100 users successfully onboarded and trained following the recent launch. Monthly onboarding sessions and routine system updates, based on user feedback, demonstrate the team's commitment to continuous improvement. Key stakeholders, including USAID staff, contractors, interagency partners, and central agencies, have expressed strong support for the system's user-friendly functionality.

Stealth forward-looking approach involves integration and retirement plans for Africa-based trade and investment systems, fostering data-sharing collaborations with significant entities like the U.S. International Development Finance Corporation (DFC) and the Department of State. This integrated approach enhances the system's capacity to facilitate collaboration between the USG and its partners, aligning seamlessly with Salesforce's COTS solution to effectively support USAID's mission of boosting trade and investment between U.S. and African businesses.

In conclusion, Stealth's comprehensive efforts and strategic approach have transformed the Prosper Africa Solution into a powerful tool that not only streamlines operations but also facilitates strategic collaboration and growth opportunities, making it a compelling fit for supporting USAID's mission.

9. Relevancy of Work:

USAID's implementation of Salesforce effectively addresses challenges akin to those encountered by GPO, underscoring the alignment between our expertise and the GPO's requirements:

Strategic COTS Product Configuration: USAID adeptly tailored the COTS product to align with operational needs, embracing optimal practices to minimize the need for extensive

customizations. This resonates with the GPO’s aim to optimize configuration, ensuring efficient implementation while containing costs.

Robust Security Compliance: USAID prioritized the establishment of robust FedRAMP-level security controls, ensuring data protection and confidentiality. This commitment aligns with the Federal and GPO enterprise cybersecurity standards, crucial for safeguarding sensitive case information.

User-Focused Adoption Strategy: By successfully onboarding 300 users from various departments, USAID showcased its proactive communication and role-based engagement strategies. This approach seamlessly parallels the GPO’s emphasis on fostering user adoption and engagement to enhance operational effectiveness.

Precise Data Migration: USAID meticulously orchestrated the transformation and migration of diverse data sources into the Salesforce COTS solution. This aligns directly with the GPO’s imperative to transfer data securely and accurately.

Data Analytics and Reporting Empowerment: Both projects prioritize end-user empowerment through self-service reporting and real-time analytics. USAID’s approach aligns seamlessly with the GPO’s vision of enabling end-users to efficiently generate and modify reports without extensive IT involvement, a crucial factor for operational efficiency.

The proven expertise of Stealth in managing COTS products played a pivotal role in the successful implementation of USAID’s Salesforce solution. This proficiency translates seamlessly to the GPO’s context, ensuring a smooth and effective launch, adoption, and utilization of the envisioned askGPO System. The parallel success stories underscore the potential for our solutions to cater precisely to the GPO’s unique needs and challenges.

Project 2: USAID - BHA Hiring and Management System Implementation (CHAMPS)

Stealth provides the project example below to highlight project details that are currently being implemented for the USAID CHAMPS Program. We believe the size, nature, and complexity of the project match closely with the GPO Requirements.

PAST PERFORMANCE – USAID - BHA Hiring and Management System Implementation (CHAMPS)			
1. Contractor Name: Stealth Solutions, Inc. - Role on Project: Prime			
2	Contractor Address: 46191 Westlake Drive, Suite #112 Sterling, VA - 20165	3. Contract Type:	T&M
4.	Procuring Agency/Company Name:	5. Agency/Company POC:	Yvonne Wilson Email: ywilson@usaid.gov

United States Agency for International Development (USAID)	
6. Period of Performance: September 2023 – March 2026	7. Dollar Amount of Award: \$4,178,890.42
<p>8. Description of Scope:</p> <p>Stealth is currently implementing the Contract Hiring and Management Processing System (CHAMPS) for USAID within the Salesforce Government Cloud Plus, an authorized Cloud Service Provider (CSP) under the FedRAMP program. USAID's current lack of an IT system for hiring and managing personal service contractors (PSCs) has led to burdensome manual processes and heavy reliance on spreadsheets. This results in inconsistent practices, unclear data ownership, fragmented data, error-prone collection, data duplication, labor-intensive reporting, transparency gaps, and inefficient data exchange. These issues significantly impede USAID's recruitment and oversight efforts, contributing to a substantial vacancy rate and hindering mission achievement.</p> <p>The CHAMPS application is designed to address these challenges by providing:</p> <ul style="list-style-type: none"> • Centralized, standardized, and authoritative data governance, management, and reporting. • Enhanced data quality through error-free data collection and standardized structures. • Streamlined hiring mechanism management with automated workflows. • Ensured data security through system-level protocols and role-based access controls. • Increased transparency, supervision, and informed decision-making. <p>Project Deliverables and Methodology:</p> <p>Stealth approach to the CHAMPS project includes the following phases and deliverables:</p> <ol style="list-style-type: none"> 1. Program and Contract Management: Tailored specifically for Agile execution, ensuring efficient administration and management for timely, cost-effective, and high-quality delivery. 2. Discovery and Needs Analysis: Conducting a comprehensive analysis to understand the specific requirements and challenges faced by USAID. 3. Implementation Plan & Release Roadmap: Develop a detailed plan and roadmap to guide the project's execution and delivery. 4. Solution Architecture and Design: Crafting a robust architecture and design that forms the foundation for the CHAMPS application. 5. System Configuration and Customization: Configuring and customizing the Salesforce platform to meet USAID's specific needs. 	

6. **Data Migration:** Executing meticulous data migration to ensure the integrity and accuracy of critical information.
7. **Comprehensive Testing:** Conducting rigorous testing to validate the integrated solution and ensure seamless functionality.
8. **Security/Compliance Support and Security Continuous Monitoring:** Ensuring compliance with security protocols and continuous monitoring to safeguard data.
9. **Agent, Supervisor, and Administrator Training:** Providing extensive training to equip all users with the knowledge and skills needed to optimize system utilization.
10. **User Adoption & Governance:** Crafting and executing change management and training plans to ensure smooth adoption and adherence to governance policies.
11. **Go-Live Support and Post-Implementation Monitoring:** Providing support during the transition to production and continuous monitoring to maintain system stability and efficiency.
12. **Operations & Maintenance:** Delivering extensive system O&M support until the full transition to USAID's authorized IT O&M entity.

9. Relevancy of Work:

Stealth work on the USAID Contract Hiring and Management Processing System (CHAMPS) closely aligns with the askGPO Salesforce platform RFP. Here's how:

1. **Centralized Data Management:** We implemented centralized governance in CHAMPS, ensuring a single source of truth. For askGPO, we will provide similar centralized data management for content and library services.
2. **Enhanced Data Quality:** CHAMPS improved data accuracy and reduced duplication. We will apply these standards to ensure high-quality data for askGPO.
3. **Process Automation:** We automated workflows in CHAMPS, increasing efficiency. This will translate to streamlined content management processes for askGPO.
4. **Secure Data Management:** CHAMPS utilized robust security measures compliant with Federal standards. We will ensure equivalent security for askGPO's sensitive data.
5. **Informed Decision-Making:** CHAMPS facilitated data-driven decisions with advanced reporting. We will incorporate similar reporting tools for better decision-making in askGPO.
6. **Agile Execution:** Our Agile approach in CHAMPS allowed for flexible, iterative development. We will use Agile methodologies for the askGPO project to adapt quickly and efficiently.

7. **Comprehensive Training:** We provided extensive training for CHAMPS users, ensuring smooth adoption. We will offer similar training for askGPO to maximize user effectiveness.
8. **Operations and Maintenance:** CHAMPS included thorough O&M support. We will provide comparable O&M services for askGPO to ensure system stability and performance.

Project 3: Bureau of the Fiscal Service

Southpoint provides the project example below to highlight project details that are currently being implemented for the Department of Treasury Bureau of Fiscal Service. We believe the size, nature, and complexity of the project match closely with the GPO Requirements.

PAST PERFORMANCE – OneVoice CRM Implementation Support	
1. Contractor Name: Southpoint - Role on Project: Prime	
2 Contractor Address: 1800 Diagonal Rd UNIT 140, Alexandria, VA 22314	3. Contract Type: IDIQ/ Firm-Fixed Price
4. Procuring Agency/Company Name: Department of Treasury Bureau of Fiscal Service - Information and Security Services (ISS)	5. Agency/Company POC: POC Name: Kenneth Masselli E: kenneth.masselli@fiscal.treasury.gov P: 304-210-0345
6. Period of Performance: 8/2022-Present	7. Dollar Amount of Award: \$22M, IDIQ
8. Description of Scope: <p>The Bureau of the Fiscal Service had an existing Salesforce Service Cloud, OneVoice CRM, that required enhancements. Southpoint was contracted to improve and maintain the system, providing O&M support for four years. OneVoice CRM offers a unified view of customer interactions, ensuring a consistent "one voice" experience.</p> <p>Our primary goal was to centralize customer data for better collaboration. We implemented OneVoice CRM in phases, starting with configuration optimization and data migration, followed by addressing specific business needs. We also provide DevOps support and manage the change control process.</p>	

Using JIRA, Confluence, and SharePoint, we handle change requests, system enhancements, and project tasks. Southpoint works closely with Fiscal Service to meet business needs and leverage technological advancements.

Project Deliverables and Methodology:

- 1- **Technical Approach and Project Plan & Schedule:** Southpoint integrates Agile and DevOps best practices to increase adoption, provide new OneVoice CRM applications, and adapt to changing business needs. Our approach offers Project Management rigor for O&M while remaining flexible to deliver solutions and enhancements quickly.
- 2- **Program Management Strategy:** Southpoint employs industry best practices (PMBOK, CMMI-DEV, ISO 9001) and aligns our methodologies with Fiscal Service processes to ensure effective project management.
- 3- **Kick-Off Meeting, Weekly Status, and Project Plan & Schedule:** Southpoint's project manager collaborates closely with the Fiscal Service PM. Initial joint calls established the Project Management Plan & Schedule, scope of work, and governance procedures.
- 4- **Change Management:** We follow and enhance established procedures for configuration and release management, capturing change requests from users effectively.
- 5- **Configuration and Coding:** Southpoint uses agile development to manage applications on the OneVoice CRM Salesforce platform.
- 6- **Release Management:** Our strict configuration management process includes multiple development sandboxes, quality assurance, Full sandbox, and Production environments.
- 7- **Problem Resolution:** Our agile DevOps approach ensures rapid problem or defect resolution through the change management process.
- 8- **Production Support:** We provide enhanced support for complex, visible, and time-sensitive business areas, such as biannual CMIAS reports and Treasury State Agreements.
- 9- **Records Management:** Southpoint creates and documents OneVoice CRM records and retention policies per Fiscal Service's Records Management Program guidelines.
- 10- **Advise:** Our certified consultants bring extensive Salesforce experience and stay updated on the latest releases, adeptly handling all types of tickets.

9. Relevancy of Work:

- **Utilizes an Agile** approach to solution delivery and release management.
- **Project Management** best practices for reporting and communication
- **Change Management** best practices of leading the Governance Board that prioritizes tickets and projects.
- **Release Management** managed with DevOps tools to deliver monthly releases

- **Data Migration services** to support quarterly and ad hoc data updates.
- **Security Advisory services** to support Authority to Operate evaluations.
- **Configuration and Coding** to address requirements and problem items. Also code reviews and optimization of apex.
- **Advisory services** to facilitate collaboration among stakeholders and encourage learning of Salesforce best practices.

Project 4: Securities and Exchange Commission

Southpoint provides the project example below to highlight project details that are currently being implemented for the US Securities and Exchange Commission. We believe the size, nature, and complexity of the project match closely with the GPO Requirements.

PAST PERFORMANCE – Ombudsman Matter Management System (OMMS)	
1. Contractor Name: Southpoint - Role on Project: Prime	
2 Contractor Address: 1800 Diagonal Rd UNIT 140, Alexandria, VA 22314	3. Contract Type: Firm-Fixed Price
4. Procuring Agency/Company Name: US Securities and Exchange Commission.	5. Agency/Company POC: Takela Morris (CO) P: 202-551-7483 E: morrist@sec.gov
6. Period of Performance: 01/02/2017 - 01/01/2022	7. Dollar Amount of Award: \$1.24 M

8. Description of Scope:

The Office of the Investor Advocate (OIAD) sought to develop an enterprise-level application that can collect public complaints and/or inquiries, and then track and report related actions. **Southpoint successfully integrated its Agile development methodology with SEC's waterfall-based Software Development Framework (SDF) lifecycle to deliver multiple OMMS releases for the customer.** The initial release consisted of migrating the instance from Salesforce Classic to the Lightning Experience interface, implementing an external web form, developing a new case management system, and installing a third-party case merging application from the AppExchange. The subsequent release further enhanced existing processes and improved efficiency.

Project Deliverables and Methodology:

1. Project Management

Southpoint successfully integrated its Agile development methodology with SEC's waterfall-based Software Development Framework (SDF) lifecycle to deliver OMMS Release 2.0 to the customer.

2. Change Management

We drafted and finalized all project and system documentation, including but not limited to: the project plan, project schedule, Requirements Traceability Matrix, Disciplined Agile Delivery, Technical Review Board (TRB) presentation, quality assurance plan, system maintenance manual, system user guide, User Acceptance Testing guide, system deployment procedures, privacy impact assessment (PIA), business impact analysis (BIA), disaster recovery plan (DRP), system security plan (SSP), and information system contingency plan (ISCP). Our team delivered the OMMS release 2.0 upgrade 2 months early and under budget.

3. Configuration and Coding

Southpoint configured the OMMS system to address all concerns and requirements of both the customer and their stakeholders, supporting a successful development and implementation process. Southpoint also updated the external webform user interface and addressed 508 compliance issues. The SEC OMMS Matter submission form is now one of the most accessible forms on the sec.gov website (<https://omms.sec.gov/>).

4. Production Support

Several organizations within SEC leverage a Salesforce based solution to manage their permanent records. Southpoint works closely with these other groups to ensure OIAD is consistently applying SEC's records management procedures. These connections required Southpoint to monitor and integrate a variety of systems and data inputs for the OMMS system and were successfully managed throughout the duration of the contract.

9. Relevancy of Work:

1. **Project Management** - Incorporated Agile methodologies while providing necessary project reporting and documentation. Collaborated with business areas to develop solutions.
2. **Operations and Maintenance** - configured OMMS systems to address requirements and performed code optimizations.
3. **Technical Reviews** - delivery of quality Salesforce solutions to meet requirements and collaboration with other contractors and vendors.
4. **Delivery of capabilities and solutions** to SEC to support records management.

4. CV's

Team Stealth proudly provides the CVs for our following assigned team members on the askGPO Salesforce Platform project.

	Name	Proposed Role
1	Priya Jain	Project Manager
2	Ernesto Hernandez	Sr Business Analyst
3	Preetika Soni	Developer/Engineer III
4	Vandana Kuncham	Developer/Engineer III
5	Raj Polkam	Scrum Master
6	Swapna Chiluvuri	Senior Salesforce Developer/ Engineer III
7	Phesheya Nxumalo	Application Architect
8	Marlon Mate	Technical Lead
9	Richa Dubey	Data Migration Specialist

1. Project Manager – Priya Jain

PRIYA JAIN **Agile Delivery Manager**

Accomplished result-driven Delivery Manager and Agilist with hands-on experience in leading the delivery of IT solutions across all the phases of software development life cycle. Bringing progressive professional experience in software development, project leadership and client engagement. Known for coaching, mentoring and leading project teams with a focus on delivering strong business results and adopting Agile best practices. Strategic Agile mentor translating vision into actionable plans and building high-performing Agile teams to continuously deliver value to the stakeholders. Proficient in resolving business issues and serving

as a liaison between stakeholders and cross-cultural teams while working within strict deadlines. Self-driven individual with exceptional ability to quickly master new concepts, a collaborator with excellent communication and interpersonal skills.

Core Competencies

Agile and Waterfall Project Management | Team and Resource Development | Process Analysis
Software Development Lifecycle (SDLC) | SAFe, Kanban | Quality Management | Risk/
Contingency Management | Team Engagement | Budgeting and Forecasting | Stakeholder
Collaboration | Coaching and Mentoring Cross-functional Team Leadership | Process
Improvement and PMO Support

Technical Skills

Tools/Platform: Team Founda on Server (TFS) | Atlassian Suite (Confluence, Jira) | Target
Process | Azure DevOps | Microsoft Dynamics | Tableau | Salesforce | Jenkins | GitHub | CI/CD |
Trello | Visio | Test Director | MS Office | Quick Test Pro | Test Director | Public Trust Clearance

Experience

MERP Systems Inc, Herndon VA

December 2023 – April 2024

Senior Project Manager / Agile Delivery Manager

Led a project utilizing Microsoft Dynamics for federal clients aimed at facilitating the modernization of a legacy web based national reporting system used by FNS program administrators for data submission.

- Worked closely with stakeholders to gather requirements, define project scope, and establish project objectives, ensuring alignment with client expectations and organizational goals.
- Implemented Agile methodologies among cross-functional teams globally located, resulting in improved project delivery efficiency and increased stakeholder satisfaction.
- Created thorough project plans encompassing scope, schedule, resource allocation, RAID logs, and budget.
- Monitored project progress, identified risks and implemented mitigation strategies to ensure successful project delivery.
- Designed and maintained comprehensive metrics and reports shared with client and internal leadership to track progress.

American Family Insurance, Madison WI

April 2022 – October 2023

Agile Coach / Agile Delivery Manager

Led Master Data Management (MDM) to successfully deliver the business requirements on time and within budget. Coached and mentored 16 Scrum Masters, 12 Product Owners, multiple Leaders, and 12 Teams to execution and maturity of frameworks, roles, and meaningful metrics for Digital Services Platform (DSP) – Acquisition and Retention.

- Developed comprehensive project plans, including scope, schedule, resource allocation, RAID logs and budget.

- Monitored project progress, managed project risks and coordinated with stakeholders to define project objectives to ensure successful delivery.
- Facilitated project meetings and provided regular updates to stakeholders on project status.
- Conducted post-project reviews to identify lessons learned and areas for improvement.
- Managed internal resources and third parties/vendors for the flawless execution of projects and minimize waste while maximizing business value delivered.
- Developed reports and dashboards for monthly and quarterly updates for leadership to track critical path initiatives and ensure accountability.
- Facilitated intra and inter-team Agile events and ceremonies for multiple product and service teams.
- Increased awareness and adoption of Agile principles, values, mindset, and SAFe framework across company enterprise comprising of almost 13,000 employees.
- Completed sprint zero with 8 teams and leaders including initial Agile/Scrum training, product road mapping, story road mapping, story writing, and sizing. Created and delivered basic Agile/Scrum training to over 200 employees. Created and delivered story writing and sizing training to over 100 employees.
- Coached 6 digital sales platform teams with agile principles in outreach and opportunity evaluation processes to arise in JD Power Ranking from 6th in 2022 to 1st in 2023.
- Provided vital support in Enterprise's transformation effort to reduce the expense-revenue ratio and meet the target of \$400M by ensuring initiatives and projects adhere to budgetary constraints and schedules.

REI Systems Inc, Sterling VA
Agile Delivery Manager | Project Manager

February 2021 – March 2022

Led the implementation of GovGrants, a grants management SaaS product built on the Salesforce platform for several State government agencies and Nonprofit organizations including Los Angeles Homeless Services Authority (LAHSA), SC Dept of Education, Washington OSPI, and National Endowment for Democracy.

- Directed product, engineering, and customer success teams to provide seamless product implementation experience.
- Managed a budget of over \$10M for product implementation across the 4 projects.
- Contributed to the formulation of the project governance and stakeholder management plan by actively identifying, analyzing, comprehending stakeholder expectations and ensuring effective communication at different organization levels.
- Successfully transitioned 4 teams to the Scrum methodology, provided guidance and training to 30+ team members.
- Crafted and tailored Scrum processes specifically for project teams, to optimize the workflows and highlight their adaptability.
- Coached and supported the teams, guided changes to reduce dependencies, improve team organization, and foster team self-organization and autonomy.
- Minimized user story slippage by 25% and improved backlog management by bridging gaps between product and engineering teams through TBD.

- Played a vital role in enhancing internal and external communication, promoting transparency, and disseminating information effectively.
- Helped the teams in improving the throughput, burndown rates, double team velocity and cumulative flow for cross-functional teams.

URLA & GUS Modernization, USDA
Agile Delivery Manager | Sr Scrum Master

September 2018-July 2020

Managed 3 cross-functional scrum teams of 40+ members to modernize the existing GUS (Guaranteed Underwriting system) built on Java platform to the Salesforce lightning platform.

- Supported the migration effort of the legacy integrations with external systems to the new platform using MuleSoft .
- Collaborated with stakeholders to identify and map Value Streams, ensuring alignment with organizational goals and maximizing value delivery.
- Collaborated with senior managers and enterprise coaching organizations to ensure continuous feedback loop with coaching, product development, and metrics.
- Provided hands-on coaching during Agile Release Train (ART) execution, ensuring adherence to Agile practices, facilitating PI Planning, and resolving impediments to maintain ART momentum.
- Created program-level cadence and drove program-level ceremonies (e.g., Roadmap Planning, PI Planning, Release Train Sync, Scrum of Scrums, System Demos, Retrospectives), coordinating key decisions and ensuring results/decisions were recorded.
- Ensured alignment of cross-departmental roadmaps and created a collective plan to manage dependencies.
- Administered and implemented JIRA to coordinate product development tasks, leading to increased project visibility and transparency between teams and the customer.

NASA SBIR/STTR
Project Manager

December 2016- August 2018

Managed 25+ team members, overseeing a broad service portfolio, including EHB system operations, modernization, system administration, program operations, helpdesk, and outreach.

- Handled resource allocation, budget management, and risk communication to leadership.
- Collaborated with Product Owner to define project scope, maintained regular customer communication, and orchestrated all Agile ceremonies.
- Led requirements finalization for diverse modules, from Solicitation development to SBIR/STTR Contract negotiation.
- Guided testing team in defining QA & Test Strategy, ensured its execution by the team.
- Served as an escalation point for complex issues, ensuring SLA and confidentiality compliance, managing the quality assurance and helpdesk team.
- Developed and managed program financials including forecasting, profitability, invoicing, and expense management, with \$5M+ revenue on yearly basis.
- Managed financials for different contract types (FFP, T&M).

- Partnered with multiple stakeholders from the operations leadership team to build more effective ticket routing.
- Analyzed the root cause of tickets reported, implemented long-term system fixes that resulted in reduction of daily ticket volume by 12%.

Data.gov

February 2011-November 2016

Lead Test Engineer

Led QA efforts for various federal projects (Data.gov, Geo.data.gov, resources.geoplatform.gov, HowTo.gov, Geoplatform.gov, Permits, World Bank, GovDashboard).

- Created and maintained all testing documents. Performed 508 compliance testing to support the release of highly Accessibility compliant applications.
- Designed Selenium automation framework, developed JMeter performance scripts helping to reduce manual testing effort.
- Led testing for Drupal 6 to Drupal 7 and Drupal 7 to WordPress migration ensuring the delivery of 98% defect free application. Tested ArcGIS, Geoplatform, CKAN, and Socrata integration.
- Served as Scrum Master, managed ceremonies, produced project reports (capacity planning, velocity, burndown charts), utilized Tableau for reports/dashboards, and mentored new resources.
- Involved in initiatives like CMMI assessment and identification of opportunities for improvement at corporate level.

Additional Relevant Experience

Appulse Inc.

Sr Tester

GSA-FAS, Verizon Business

CDN Solutions

Business Analyst

The Veraval People's Co-Op Bank

Analyst

Education

Master of Business Administration (M.B.A.), NRIBM, Gujarat University, India

Certifications

- Certified Scrum Master (CSM)
- ISTQB/ASTQB Foundation Level Certified
- SAFe 5 Advanced Scrum Master (SAFe SASM)
- Professional in Agile Test Automation (ICP-ATA)
- CMMI Dev trained.
- Certified Professional in Agile Testing (ICP - TST)
- Pursuing PMP Certification

2. Sr Business Analyst - Ernesto Hernandez

ERNESTO HERNANDEZ

Sr Business Analyst

Summary Of Qualifications :

Senior Business Analyst with over 12 years of experience providing high-quality IT support for federal, state, non-profit, and commercial organizations. Specialized in all phases of the Software Development Life Cycle (SDLC).

Requirements management | Business process engineering | Systems analysis and design |
Solution architecture | Configuration management | Quality assurance | Implementation support
|Excellent problem-solving |Great attention to details

Professional Experience:

USAID

Jan 2022 – Present

Technical Business Analyst

- Facilitate requirements gathering sessions
- Create user stories and acceptance criteria, assign points, and prioritize the backlog.
- Document existing processes, and demo new functionality in the Salesforce environment.
- Facilitate daily stand-up meetings, reviews, retrospectives, sprint and release planning, demonstrations, and other Scrum-related team activities.
- Perform Salesforce Customer Relationship Management (CRM) configuration.
- Develop custom objects/fields, validation rules, functions, workflows, processes, triggers, Visual-force pages, Apex classes, reports, and dashboards.
- Create/enhance page layouts and set up field-level security.
- Participate in User Acceptance Testing (UAT) and conduct System Testing in various environments.

NIH

Jan 2021 – July 2022

Lead Requirements Analyst

- Analyzed business processes, gathered and documented requirements, and maintained Jira tickets.
- Acted as Scrum Master, collaborating with Product Owners on refining requirements.
- Produced user stories and acceptance criteria, prioritized the backlog, and assigned points.
- Communicated requirements to developers and testers, and prepared Level of Effort estimates.
- Collaborated with stakeholders on implementation planning and road-mapping solutions.
- Facilitated requirements-gathering sessions with various focus groups.
- Generated requirements traceability matrix (RTM), test plans, test cases, and UAT instructions.
- Conducted and facilitated daily stand-up meetings, reviews, retrospectives, sprint and release planning, demonstrations, and other Scrum-related team activities.

Deloitte Digital

Jan 2017 – Dec 2020

Sr. Business Analyst

State Of Connecticut

- Converted functional requirements into Epics, Themes, and User stories
- Coached and appraised the performance of Business Analysts, Developers, and QA testers.
- Assigned Responsibilities and Directed Work to Project Team Members.
- Kept onshore and offshore teams focused on a busy environment.
- Prepared and presented project status reports.

Project Manager

United States Postal Service

- Provided project planning, operations, and performance measurement support.
- Supervised Business, Development, and Test team activities.
- Managed project scope, schedule, and budget. Tracked deliverables.
- Facilitated meetings, produced presentations, and delivered status updates to executives.
- Implemented strategies to enable information availability and dissemination

Requirements Manager

Defense Security Service

- Gathered requirements, documented business processes, and demonstrated functionality.
- Conducted planning meetings and led JAD sessions and interviews to capture requirements.
- Broke down business concepts into user stories and prioritized the backlog.
- Supervised customer deliveries and coordinated deployment schedules and execution.
- Analyzed data and designed mechanisms for improving data integrity and data quality.
- Redesigned customer dashboards to improve analytics and reporting capabilities.
- Created training materials and presentations. Developed user guides and UAT notes

Business Analyst

Department of Health and Human Services

- Performed Salesforce Customer Relationship Management (CRM) configuration.
- Developed custom objects and fields, validation rules, workflows, processes, and triggers.
- Implemented Visualforce pages, Apex classes, reports, and dashboards.
- Created and enhanced page layouts and set up field-level security.
- Assisted with User Acceptance Testing (UAT) and conducted testing across environments.

Coresphere

Jun 2014 – Oct 2016

Ba/Salesforce Specialist

National Credit Union Administration

- Led requirements-gathering sessions to create user stories/tasks.
- Collaborated with stakeholders to gather requirements and translate them into technical specifications.
- Documented processes and demonstrated Salesforce functionalities.
- Conducted user training sessions and developed user documentation for system adoption.

- Designed and implemented a knowledge base to improve organizational efficiency and information retrieval.
- Conducted comprehensive system testing.
- Facilitated daily stand-up meetings, reviews, retrospectives, sprint planning, and other Scrum-related activities.
- Managed data migration between Salesforce CRM environments, ensuring data integrity and consistency.
- Developed and customized Salesforce solutions, including objects, fields, validation rules, workflows, processes, triggers, Visualforce pages, Apex classes, reports, and dashboards.
- Created and configured Salesforce dashboards and reports.

Unisys

Jun 2011 – May 2014

Ba/Configuration Specialist

Federal Emergency Management Agency

- Participated in the migration and modernization of enterprise applications to Salesforce.com, ensuring seamless integration and improved functionality.
- Gathered and managed detailed requirements, creating various standard and custom reports to meet specific business needs.
- Developed comprehensive data migration approaches and strategies, successfully migrating data to Salesforce.
- Built and implemented a robust role hierarchy and object, field, and record-level security to ensure data integrity and confidentiality.
- Performed data reconciliation using SQL and Excel, employing tools such as Data Loader and Jitterbit to ensure accurate data migration.
- Managed the migration of government financial applications to the Cloud environment, enhancing accessibility and performance.

Education

Bachelor of Science in Economics. International Slavic Institute, Moscow, Russia

Software Tools

Database	MySQL, MS SQL Server, MS Access, DB2, Oracle
Languages / Web	SQL, PLSQL, SAS, VB Script, Visual InterDev, Java Script, XML, HTML, SOSL, SOQL, Cold Fusion, Apex
Productivity	MS Office Professional, MS Project, MS Visio, Photoshop, WordPress, Micro Strategy, Cognos, PVCS Tracker, PVCS Version Manager, Rational Rose, Clear Quest, Clear Case, Doors, ERWIN4.0, Adobe Technical Communication Suite, PLSQL Developer, Crystal Reports, Cost Perform, Application Desktop Integrator (ADI), Snag- It.

3. Developer/Engineer III - Preetika Soni

PREETIKA SONI

Developer

Summary:

- Over 7 years of experience in Salesforce Administration and Development.
- Experience in Development, Administration, Configuration, Implementation and Support of
- Salesforce CRM is based on Apex language and leveraging Force.com Platform.
- Proficient Knowledge in Salesforce Lightning UI, Lightning programming, Aura framework programming.
- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning
- Component features.
- Worked extensively on Lightning component building, worked on many components to convert existing classic programming work like Visualforce into Lightning components.
- Experience in use of Standard and Custom controllers of Visualforce in development of custom
- Salesforce pages as expected by business requirements.
- Experience in working on web services and giving solutions by SOAP and REST integrations.
- Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor's limits.
- Participated in all stages of Software Development Life Cycle (SDLC) System Analysis, Design,
- Development and Testing Expertise.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
- Experienced in managing Accounts, Campaign, Contacts, Leads, Opportunities, Reports and Dashboards.
- Proficiency in all Microsoft Office programs (Word, PowerPoint, Excel, and Access).
- Good organizational skills and manage priorities based on requirements.
- Good experience in web related technology and managing web pages.
- Excellent skills in developing web pages using HTML, CSS and JavaScript.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
- Experience in SFDC Development in implementing Apex classes, Triggers, Visual Force, Migration Tools, Force.com IDE, SOQL and SOSL.
- Experience in working with Salesforce.com sandbox and production environments.
- Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard, Data Loader and other migration tools.

- Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationships.
- Good experience in lead, case management, Web-to-lead, Web-to case, Email-to-case.
- Experience handling managed and unmanaged Salesforce packages.

Education And Credentials:

- Bachelor's degree in Electrical Engineering
- Training and Internship in Salesforce Admin and Developer
- Salesforce Certified Administrator (ADM 201)
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I (PD1)
- Salesforce Certified Platform Developer II (PD2)

Technical Skills:

Languages : Apex, Visualforce, HTML, SOQL,SOSL

SFDC & Web Technologies: Standard Objects, Workflow and Approvals, Data Loader, Reports and Dashboards, Force.com IDE, Force.com Platform (Sandbox and Production), XML, HTML 4/5, CSS, Ajax, Web Service.

Scripting Language : JavaScript

CRM/Other Tools: SFDC, Force.com Data Loader, Heroku, Copado

Database : SQL Server 2008/2012/2014

Methodologies : Waterfall, Agile, SAFe, Scrum, SDLC

USAID, Washington DC

Jan2022 - Present

Sr. Salesforce Administrator/Developer

Responsibilities:

- Working as an enhancement team member and performing the roles of Salesforce.com, Administrator, Developer, and Release Engineer in the organization.
- Worked on various salesforce.com standard objects like Contacts, Cases, Opportunities, Accounts, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs of the organization.
- Involved in data mapping and data migration into SalesForce.com Objects and fields.
- Used Visual Studio Code for developing and deploying the Lightning Web Components.
- Analyzed Visualforce pages and made changes to work efficiently in classic and lightning modes.
- Implemented Lightning components.
- Experienced in process builder conversion & flows.
- Worked on integrations between Salesforce and external applications using oAuth and Single Sign-On.

- Responsible for design reviews, code reviews, walkthroughs, unit testing, and integration testing.
- Involved in End User training and demos.
- Performed requirements gathering and end user support.
- Responsible for Production support, weekly/monthly data and application backup.
- Involved in documenting all procedure related technical architecture, functional/non-functional requirements.
- Managing different sandboxes dev/uat/full/partial.
- Responsible for Data management, Case management, User management

**Maximus,
Salesforce Developer/Administrator**

VA Jun2021 – Dec 2021

Maximus Inc. is an American government services company, with global operations in countries. The company contracts with government agencies to provide services to manage and administer government sponsored programs. It provides administration and other services for Medicaid, Medicare, health care reform, and welfare-to-work, among other government programs.

Responsibilities:

- Setup the integration with Microsoft® Outlook 2013.
- Link emails in Microsoft Outlooks to contacts, leads, accounts, opportunities, and cases in Salesforce.
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Customized page layouts for Case, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Developed custom Workflows and Assignment Rules for case escalation.
- Responsible for requirement gathering and project scoping for Service and Community Clouds.
- Involved in end-to-end testing and gathering feedback from business users

**Humana, Illinois
Salesforce Developer**

Feb2020 - Jun2021

Humana is a health insurance company that provides a range of insurance options for individuals, families, and businesses. The company offers Medicare and Medicaid plans, as well

as private health insurance plans. It also provides additional services such as prescription drug coverage, vision and dental insurance, and health savings accounts. Humana is based in Kentucky and is one of the largest Medicare insurance companies, offering health coverage in all 50 States.

Responsibilities:

- Implemented best practices for security, data governance, and compliance within the environment.
- Worked extensively with lightning process builder flows, Connect API, Chatter and quick Action.
- Managing Heroku and OwnBackup application.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Salesforce deployment and release management from lower environments to higher environments using Copado.
- Used Lightning Process Builder to determine when to execute action groups, and immediate and scheduled actions to execute when those criteria are met.
- Worked on migrating changes from development to test to production environment(s) using CI/CD methodology like Azure Devops, JIRA
- Setup, maintain and optimize Product management, Accounts, Opportunity and Pursuit Information Salesforce sales cloud
- Used Visual Studio Code for developing the Lightning Web Components.

Beatcancer.org,

PA Mar2019 - Feb2020

Salesforce Administrator/Developer

BeatCancer.org known as The Center for Advancement in Cancer Education provides research-based education on how to prevent, cope with it. They deliver cancer education by Educational materials for cancer prevention and control, Free individualized counseling for people battling cancer, Health Professional Training / Certification for Doctors and other Health Professionals, Public seminars and conferences for cancer prevention and control.

Responsibilities:

- Configured Identity Confirmation and Login Restrictions.
- Configured User Interface settings and configured the Company Profile. Customized Profiles and created custom fields.
- Used workflows to govern data flow across various objects. Set up Workflow and Workflow Approval processing.
- Performed data validation and use data utilities including Data Loader and Mass delete.
- Configured and used standard reports, custom reports and custom report types.
- Configured and used dashboards and dashboard components.
- Worked with standard objects, business processes and field-level security.

- Created/Modified Dependent Picklists, Lookup Fields, Formula Fields, Roll-up Summary Fields, Page Layouts and Record Types
- Set security and access rights using Organization Wide Defaults, Roles & Roles Hierarchies, Sharing Rules, Public Groups, and Sales teams, Account teams, Case teams and Folders.
- Set up Salesforce Console functionality and navigation.
- Configured custom objects, applications and tabs
- Installed/Uninstalled packages from AppExchange.
- Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.
- Designed and developed User Interfaces for Salesforce users as per requirements installments.
- Worked on complex formula fields, workflows and Validation Rules.
- Develop and customize Salesforce application using Apex, Visualforce, JavaScript, SOAP and REST Web Services

**Volunteer Loudoun,
Salesforce Administrator**

VA Aug2017 - Feb2019

Responsibilities:

- Involved in supporting the implementation of Salesforce and administration of the same.
- Created various Custom Objects, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule / approval process including Field updates, email alerts.
- Composed and defined various Custom Reports, dashboards and Report Folders for different profiles based on volunteer Loudoun opportunities.
- Created new customized lead generating features like web to lead and email to lead.
- Linking custom feedback pages to the corresponding course feedback related lists and automated email alerts to the department instructor/supervisor regarding the same, to effectively improve the learning process and handle any queries.

4. Developer/Engineer III - Vandana Kuncham

Vandana Kuncham

Developer

Profile:

Experienced Salesforce professional with a demonstrated history of successful implementation of projects in Salesforce.com to systematically drive efficient decision making, business transformation initiatives, improved performance, and higher productivity.

Expertise :

- 17+ years of experience in IT with 9+ years of strong experience in Salesforce platform.
- Worked in Sales Cloud, Service Cloud, Commerce Cloud, Health Cloud, OMS, CPQ and also built app exchange packages.
- Rich experience customizing Salesforce.com CRM using Visualforce, Apex classes, Controller, Triggers, Batch Apex, Custom objects along with good understanding of Salesforce Governor limits.
- Experience using declarative tools like Workflows, Validation Rules, Approval Processes, Process builder, Custom Tabs, Custom reports, Report folders, Record Types, Reports, Dashboards and Flows based on application requirements.
- Expertise in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility and using Informatica cloud data loader for migrating data between two Salesforce Orgs.
- Experience in integrating SFDC with other applications using SOAP and Rest Web Services.
- Expertise in building/customizing the User Interface of Salesforce CRM using Visualforce, CSS, JavaScript, JQuery, Kendo UI, Skuid UI and Lightning.
- Proficient in using tools like Eclipse IDE, Sublime, IntelliJ, VSCode for development and SCM tools like GitHub and SourceTree and tools like Workbench, SoapUI, Postman tools for testing SOAP/REST web services.
- Experience in deployment and migration of code from one environment to another using Ant, Maven, Force.com IDE, Change sets, CircleCI, Jenkins, SFDX, Copado and Gearset.
- Adept in sales analysis, marketing & customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com.
- Proficiency in SFDC security concepts like Profiles, Roles, Users, Sharing settings.

Education And Certifications:

- Bachelor's in Electrical and Electronics Engineering, GITAM University, India
- Salesforce Certified Platform App Builder
- Salesforce.com Certified Administrator

- Salesforce Certified Force.com Developer
- Salesforce.com Certified Platform Developer I
- Salesforce.com Certified Platform Developer II

Professional Experience:

PlanIt Technologies LLC

Nov 2022 - Current

Salesforce Developer at LightHouse

- Supported creation of Surveys for Summer camps.
- Built order integration from Shopify to Salesforce using REST API.
- Generated PDFs for Health forms using VisualForce and DocuSign.
- Created Shopify permalinks so orders can be paid leveraging custom metadata to store product/variant setup.

Salesforce B2B Commerce Developer at WL Gore

- Supported integration of the B2B websites with SAP.
- Built order integration from Cloud craze to SAP leveraging strategy design patterns.
- Developed an API call out to fetch material, listing and pricing data from SAP and display the products and pricing on the store for the customer.
- Platform event framework for creating first time customers in SAP.
- Localization of web stores using page labels/translations.

Salesforce Consultant at Juniper Networks, Sunnyvale, CA

- Worked on Unified Buying Experience project at Juniper.
- Helping with merging of MIST salesforce org and Juniper salesforce org.
- Optimize code/configuration in Juniper salesforce org.
- Resolving the governor limits issues with code.
- Worked on MIST CPQ issues/enhancements.
- Created new bundles/products in MIST CPQ.
- Integration between SAP and Salesforce using Salesforce CPQ API's to create quotes.

Adyen, San Francisco, CA

Oct 2021 – Nov 2022

Adyen is a financial technology platform for the modern era built entirely in-house, from the ground up. They provide leading businesses around the world with end-to-end payment capabilities, data enhancements, and financial products in a single solution.

Salesforce Apex Engineer

- Joined as the first Salesforce Engineer in Adyen US, responsible for building and maintaining Adyen plugins/packages for Salesforce Commerce products. (B2B L Commerce, B2C Commerce, SFCC, OMS, B2B Commerce)
- Responsible for providing support to technical support, Account managers, Implementation and Product teams regarding Adyen plugins.
- Built and published Adyen package for Salesforce B2B Lightning commerce product to enable payments through Adyen for customers using Salesforce B2B lightning.

Yelp, San Francisco, CA

Nov 2019 – Oct 2021

Yelp is an online platform primarily known for its crowd-sourced reviews and ratings of local businesses. Yelp's main objective is to help users find and connect with businesses in their area by providing detailed information, user-generated reviews, photos, and ratings for a wide range of establishments, including restaurants, hotels, salons, shops, and more.

Salesforce Engineer

- Responsible for designing and developing solutions in Salesforce to automate and support Yelp's businesses processes.
- Worked on a rep recognition project to motivate Sales reps while they are working in a remote setting by showing confetti, badges, toast notifications and posting to chatter when they meet certain milestones leveraging pushTopics and lwcs. Worked on Twilio integration with Salesforce, built lwcs to display recordings from AWS in Salesforce by generating pre-signed URLs.
- Worked on deduplicating or merging duplicate contacts in the system by writing custom batches.
- Wrote python code to import data into salesforce from yelp main system. platform to achieve their requirements.
- Worked on several enhancements in the Sales and Service console.

Infoglen

Dec 2018 – Sep 2019

Worked for Waymo formerly known as the Google Self-Driving car project, is an American autonomous driving technology company headquartered in Mountain view, California.

Senior Salesforce Developer

- Responsible for building solutions in Salesforce to automate Waymo's business processes.
- Built custom survey feature to help the accounts payable teams communicate with Vendors to support the migration of their procurement systems from GIST to Ariba.
- Setup Sales cloud (Leads, Opportunities, Accounts) and guiding teams by suggesting best practices and possibilities of the platform to achieve their requirements.
- Introduced Products and Price books concepts to the team.
- Built Project management and Vendor management system app with custom PDF reporting ability.
- Integrated with DocuSign to help legal teams automate NDA signature flow.
- Wrote an app script to create records in Salesforce when NDA's are requested through Google forms.
- Setup SSO with the help of google teams by using Google's own authentication provider.
- Setup web to Lead to capture leads for Honeycomb Lidar product launch.
- Worked on Service cloud implementation for HR, IT, Finance teams with Entitlements and Milestone concepts.
- Helped teams setup/use groove integration.

- Built lightning components to capture multiple rows of data and create records for various objects.
- Helped Waymo teams succeed by working closely with business and driving adoption and success with their Salesforce platform.
- Salesforce to Salesforce integration to send NDA data from one SFDC org to another.

EasterSeals Bay Area

Mar 2017 – Dec 2018

One of the largest organizations in the U.S. providing behavioral and health services and is at the forefront of care for people with autism and other developmental disabilities.

Salesforce Engineer

- I was responsible for Customizing and integrating Health cloud at ESBA which was one of the pioneers for Salesforce Health Cloud.
- Analyzed and helped ESBA evaluate and purchase sfApex tool for data masking and seeding into Dev/Dev Pro sandboxes.
- Worked on obfuscating PHI data in Full copy/Training sandboxes and used metadata API from jsforce to enable/disable metadata on objects.
- Used force.com heroku CLI to retrieve and deploy metadata changes.
- Created Lightning components that will allow importing Practitioner and charge log data and a component that allows users to run a report on demand.
- Created complex workflow rules criteria for field updates and email alerts.
- Built Adobe Sign integration to send clients consent packets and consent packet renewals.
- Skedulo integration to allow scheduling of appointments for Practitioners with clients.
- Built Rest API for scheduling group sessions.

Kenandy Redwood city, CA

Jan 2016 – Mar 2017

A complete ERP solution on the Salesforce App Cloud Platform. Unlike traditional ERP systems, Kenandy is an end-to-end cloud ERP solution that provides the complete set of business processes needed to run business seamlessly.

Salesforce Applications Engineer

- I was part of the Execution team at Kenandy. The Execution team handles the manufacturing module of Kenandy ERP solution.
- Worked on custom objects like Work orders, Sales Orders, Purchase Orders, Purchase Agreements, Items, Item Specifications and provided custom functionality for those objects.
- Effectively used field sets, used Salesforce schema methods for getting metadata of those objects.
- Developed Pages with grids using Kendo UI.
- Worked on various releases and patches throughout the year. Worked on Critical Bugs and delivered in time.

NetScout, San Jose, CA

June 2015 – Dec 2015

A world leader in application and network performance management products and solutions. Netscout is one of the major players in network monitoring solutions.

Senior Salesforce Developer

- I was responsible for successful implementation and rollout of Salesforce.com and at a later stage was responsible for the merger of org's after the acquisition.
- Created custom objects like PVR, PVR line, Partner Discount Matrix and provided custom functionality for these objects to interact with standard objects like Opportunities and Quotes.
- Built end to end Price Variance request process to help Sales Reps with the PVR submission and approval process.
- Helped with product data maintenance to keep information in Salesforce in sync with Oracle with use of data loader.
- Integrated Salesforce with websites built on Drupal through REST and SOAP web services.
- Used Informatica cloud data loader to migrate data from one Salesforce Org to another Salesforce org when the company was acquired.

Cognizant Technology Solutions

Apr 2004 – May 2015

Technical Lead

- During this time, I was responsible for managing a 14-member team at Cognizant. The team supported Java/web applications, Lotus Notes, FileMaker, SharePoint, Project server.
- Requirement gathering, Analysis and Designing framework for any modifications and enhancements.
- Responsible for weekly/monthly reporting to clients and helping the team meet all deliverable KPI's.
- Effort Estimation and Preparation of project plan using function point analysis.
- Responsible for resolving High/Urgent production issues within SLA's.

Houghton Mifflin Harcourt (HMH) Boston, MA

July 2009 – May 2015

MetLife - Hauppauge, New York

Mar 2006 -Jun 2009

MetLife - Chennai, India

Apr 2004 – Feb 2006

5. Business Analyst/ Scrum Master - Raj Polkam

Raj Polkam **Scrum Master**

Professional Summary :

- Possess 15+ years of work experience in IT industry as Project Manager/ Scrum Master.
- Experienced Scrum Master, managed interdependency between the agile teams in onsite/offshore model, multi-vendor environment with shared resources across the scrum teams, good understanding on the different agile methodologies.
- Managed and delivered multiple projects for major clients in Telecom, Oil & Gas, Insurance and Pharma.
- Facilitated discussions between business and development teams to ensure design adherence, tradeoffs relating to resources and resolving issues.
- Managed and delivered projects in Salesforce
- Partnered with business and development teams to conceive future road map. Managed statement of work (SOW) & change orders.
- Early years of career specialized as Test Manager / Test Lead and expertise in preparation & review of Test Strategy, Test Plan, Test Objective Matrix, Test estimations, Test automation, Test Execution, Defect Reports and Status reporting, coordinate change and release management activities with project stakeholders.

Certifications :

#	Professional Society	Certification
1	SCRUM.org	Profession Scrum Master I
2	SCRUM.org	Profession Scrum Product Owner I
3	IC- Agile	Agile Coach
4	SAFe	SAFe 4 Agilist
5	PMI	Agile Certified Professional
6	PMI	Project Management Professional - PMP
7	Salesforce	Salesforce Administration

Skills

Primary Skills	Scrum Master, Project Management, Business Analysis, Release & Test management
Products	Pega, Salesforce, CallidusCloud CPQ, Sphera Essential Suite, Mainframes
Domains	Telecom (CRM), Oil & Gas, Insurance, Pharma, Travel & Logistics
Project Management Tools	Jira, MS –Office, Share Point

Employment :

Period	Organization	Designation
Oct 2019 – Till Date	Anthem	Sr. Scrum Master
Feb 2019 – Sept 2019	Accenture	Senior Manager
Oct 2002 – Jan 2019	<u>Tech Mahindra</u>	Manager

Work Experience

Anthem, Sr. Scrum Master, Atlanta, GA

Oct 2019 – Till Date

- Currently working with 2 scrum teams on a major initiative which has multi location presence, mentoring coaching & implementing the scrum methodologies to maximizing the value.
- Worked on different projects related to Production Support, Integration systems & Upfront reject edits which has Main frame and Pega
- Managed Jira Dashboards across the Claims workflow and worked with leadership established the process to align the different projects based on the priority
- Actively involved in Monthly release Management activities across Page scrum teams.
- Organized daily stand-up meetings, retrospectives, sprint release planning, demos, and other Scrum-related meetings, provided support to the team as needed.
- Track and remove internal and external impediments for the scrum team. Facilitated the grooming sessions with product owner to build product backlog.

Accenture , Agile Project Manager , Client -Honeywell

Feb 2019 – Aug 2019

This project is about providing CPQ solutions to enhance customer experience towards Sales & Operations for the client.

- Delivered CPQ solution which integrates with Salesforce and SAP with multi-functional teams in a fast-paced agile environment in onsite & offshore model with 12-member team.
- Partnered with Solution architect and delivered the global design model for CPQ process for various business units.
- Facilitated scrum related ceremonies - daily standup, grooming sessions, sprint retrospectives and sprint planning.
- Utilized the tool Jira, to expand the user stories and facilitating discussion, decision making, and conflict resolution.
- Coordinated with product owner in maintaining product backlog to add new or update existing requirement and prioritize backlog items.
- Monitored status, issues and risks in a timely manner and communicated to team members, stakeholders and senior management.

Tech Mahindra – Scrum Master / Agile Project Manager Client - Verizon, Atlanta, May 2016 – Dec 2018

This program is about providing solutions to enhance customer experience towards Sales operations, Customer support, Installations and Billing for the Verizon Telematics which primarily involves delivering projects around Salesforce and CPQ.

- Ensured that the distributed teams in multi-vendor environment with shared resources across the scrum teams followed the agile process.
- Protected the team from over-commitment, managed backlog, and prioritized defects resolution, Monitored team velocity and sprint/release progress. Facilitated discussions and resolved conflicts.
- Delivered projects with 3 scrum teams– Salesforce – Callidus CPQ Integration, Sales force Case Management, Order Automation, Return Authorization & Field Service Automation, Salesforce – Callidus CPQ Integration
- Organized daily stand-up meetings, retrospectives, sprint release planning, demos, and other Scrum-related meetings, provided support to the team as needed.
- Track and remove internal and external impediments for the scrum team. Oversee multiple Projects across developments. Facilitated the grooming sessions with product owner to build product backlog.
- Facilitated and managed UAT support, training arrangements for business users, go-live activities and post production support activities.
- To facilitate growing needs of business and project requirements onboarded team of 20 resources in a span of 6 months, comprising of Product Owners, SFDC developers, admins, data base developers and QA personnel and ensured they followed the agile process.

**Tech Mahindra - Project Manager, Client – Chevron,
San Ramon, CA, June 2010 – May 2016**

To capture, manage, and use the information required to support the Compliance Assurance and Environmental Stewardship processes, for all business units across the geographic locations. Responsible for major, medium and minor releases in waterfall and agile based SDLC for software development.

- Overcame key challenge in this engagement by liaising with development team from different vendor and with Product team and coordinating the change & release Management activities of major and minor releases with project stakeholders located across the globe.
- Started as individual performer in the team and grew the Tech Mahindra's footprint to 12 members by successful customer relationship management and delivery excellence
- Periodic review with Business, Development and Support teams to ensure the agreed deliverables are deployed to IT Production environment as planned
- Reported project status to stakeholders and client management team.
- Managed process improvement initiatives for business requirements, change requests, development and testing standards

- Created Project test strategy, test plans and review of artifacts like test cases, test data etc. Reviewed automated regressions scripts for the regression testing, Managed SOW's, billing and invoicing.

Awards and Recognitions

- SFO Marathon Runner 2013 & Regular Half Marathon runner from 2014 onwards, Received Red Cross volunteer award, arranged blood donation camps through Red Cross in different office locations of Tech Mahindra in Hyderabad.

Education – Bachelor's in Civil Engineering from Osmania University, India

6. Technical Lead - Swapna Chiluvuri

Swapna Chiluvuri **Senior Developer**

Experience

Swapna Chiluvuri has 5+ years of experience as a Senior Developer using Open technologies like HTML, Java, Web 2.0 and Cloud technologies that include Salesforce CRM, Salesforce Sales Cloud, Service Cloud, Sites and Community cloud. She is a Salesforce Platform Developer certified and is experienced in Configuring Salesforce workflow, Standard & Custom Layouts, Reports and custom development of VisualForce, Apex, SOQL, Batch Apex, Lightning components and data models.

Chronological Work Experience

Southpoint Consulting, Inc (2019 – Present)

Senior Developer

As a Senior Developer Swapna is responsible for Configuring and Coding features for several Agency Salesforce orgs that host capabilities of Sales Cloud, Service Cloud and Custom Sites for both Classic and Lightning experiences.

- She is responsible for configuring custom data types and relationships, field level security, profiles, permissions and sharing rules as part of data modeling and security.
- Developing business rules through validation rules, workflows and apex triggers.
- Creating Reports and Dashboards for analytical needs
- Coding Apex classes, unit tests and batch apex jobs for complex business rules and business data processing.

Technologies/Tools used: HTML, Javascript, VisualForce, Lightning Components, Apex Classes, Apex Triggers, SOQL, Apex Unit Tests, Visual Code, Sfdx, Dev Console, Sales Cloud, Service Cloud Salesforce Sites and Community Cloud.

American Systems (2015 – 2016)

Software Developer

As a Software Developer Swapna was responsible for design and development of features for the customer facing application for Military Child Care.

Some of the features include care request, new care options, care option search, request sequencing, offer workflow actions etc.

- She designed & developed Java services for search, retrieval and updating of requests, offers and other data necessary for consumer and provider applications.
- Used Java, SQL, database procedures to create these data and business services in Java.
- Created unit tests for code coverage.

- Used Jenkins, Maven and Team Foundation for Continuous Integration and development.

Technologies/Tools used: HTML, Javascript, Java, MySQL, Tomcat 7, JUnit, Team Foundation, Maven 3.x, IntelliJ, Eclipse, Jenkins, Linux, Windows

Amerimatics Inc (2014 – 2014)

Software Developer

As a Software Developer Swapna was responsible for design & development of applications that are built using open source technologies Java, Tomcat, My SQL etc.

- She designed & developed Java services for procurement requests, vendors, inventory and products as part of the Naval procurement and tracking application.
- Used Java, SQL, database procedures to create the data and business services in Java.
- Created unit tests for code coverage.
- Used Jenkins, Maven and Subversion for Continuous Integration and development.

Technologies/Tools used: HTML, Javascript, Java, MySQL, Tomcat, JUnit, Subversion, Maven 3.x, Eclipse, Jenkins, Linux, Windows

7. Application Architect - Phesheya Nxumalo

Phesheya Nxumalo **Sr Architect**

Summary of Qualifications:

- Translated Treasury requirements into robust system designs to create software solutions.
- Proactively identify and mitigate security risks for our clients, ensure system integrity and compliance with security standards.
- Conducted comprehensive risk assessments and ensures detailed documentation is maintained throughout the system development lifecycle.
- Oversaw the entire system development process, from design to deployment, ensuring adherence to quality standards for several Southpoint projects
- Provides advanced technical guidance, overseeing complex system implementation

Certifications:

- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Data Architecture and Management Designer
- Salesforce Certified Application Architect
- Salesforce Certified Sharing and Visibility Designer
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified Service Cloud Consultant

Education:

The College of Wooster ,B.A Computer Science

Professional Experience:

Southpoint Consulting, Inc., Virginia. (2008 to date),

Senior Architect / Senior Developer

- Designs, prototypes and implements application and integrations on the Salesforce platform. Using web services technologies including SOAP and REST APIs. Leverages Apex, Visualforce, Lightning Web Components to build custom Salesforce solutions and integrations.
- Salesforce Solution Architect for several engagements with Federal Agencies. Developed integration and architecture strategy including data modeling. Apply best practices for Salesforce Service Cloud implementations including optimize org strategy and release management. Conduct architecture and design reviews with development teams. Responsible to build prototypes to accelerate delivery by demonstrating capabilities.
- Responsible for customization of Salesforce Service Console solution for a large Fortune 500 Cable provider. Implemented custom IVR integrations to allow call center agents to

receive screen pops within the Salesforce console for inbound customer calls track interactions and call disposition. Designed and implemented omni-channel configuration for agents to respond to web-to-case and chat requests. Leveraged IBM Cast Iron for integrations with billers and external systems.

- Responsible for architectural analysis and design of various system components and frameworks for a large data dissemination system. Communicate design and architecture decisions and principles to business stakeholders.
- Designed components for an enterprise search application using Endeca search and navigation engine with over 10 million records.
- Worked with Infrastructure team to implement F5 load balancing between WebSphere application server's clusters and Endeca indices. Altered search application to implemented HTTP post requests to F5 VIP to avoid request truncation.
- Led design of web services and SOA infrastructure components. Used JAX-WS, JSON, WSDL and X-Stream.
- Designed security model that leveraged LDAP and Oracle Virtual Private Database (VPD) to enable user authorization security policies for data access.
- Designed and prototyped WebSphere Service Integration Bus to link WebSphere clusters for processing large data requests.

Linkagepoint LLC, Virginia (2007 – 2008)

Technical Architect

- Worked with Enterprise Architects to support various projects to ensure adherence to strategic technology direction and standards; applied TOGAF Enterprise Architecture framework to define as-is Business, Application, Data and Technology Architecture for various projects using Troux Architect.
- Provided meeting support and architecture input to various Architecture Working Groups within the Enterprise Architecture Group at Marriott International.
- Architected SOA solutions leveraging IBM DataPower, IBM WebSphere Process Server and Enterprise Service Bus (ESB) for integration between various Marriott International applications.

Acumen Solutions Inc., Virginia. (2001 – 2007)

Technical Manager

- Designed and implemented of various application components using JEE, and deployment management of code baselines to various internal and external environments. Applied JEE object-oriented design using UML and development best practices.
- Designed implementation of automated configuration management and build processes using tools such as Rational Clear Case, Clear Quest and Ant and CruiseControl.
- Led technical team with the design and implementation of a Royalty Management System to manage royalties to artists and rights owners in the music industry. Reviewed developers design and code to ensure best practices.
- Managed team in the design and implementation of a Java-based multi-threaded, asynchronously application to process and aggregate over 300 million Call Detail Records (CDRs) in an Oracle database for a large telecommunications carrier.

- Managed full life cycle development of custom Customer Relationship Management component for AOL using propriety messaging platform and written in C/C++.

Xpedior Inc (1997 – 2007) Virginia

Managing Consultant

- Managed the design and implementation of all aspects of online e-commerce system with a team of 12 developers and two technical leads.
- Designed staging and production infrastructure environments.
- Designed the integration of various technologies into the solution: Verity Search Engine; Vignette Content Management System; Microsoft Active Directory Services system authentication and authorization.
- Served as the Lead Developer for the development of e-commerce websites. Responsible for overall software development lifecycle, database design, and EDI integration. Used various technologies such as Microsoft SQL Server 6.0, Microsoft Active Server Pages and Perl.
- Played integral role in the development of a commercial extranet product that facilitated business-to-business e-commerce. Responsibilities included integration of product catalog software. Developed custom Web Server components using Netscape Server APIs in C/C++.

Accsys Inc. (1996 – 1997) Washington, DC

Responsible for creating and reviewing data models and making specific recommendations for the physical implementation of an Oracle Database. Wrote UNIX shell scripts to extract data from various sources then writing ETL routines to load into the target schema.

8. Technical Lead - Marlon Mate

Marlon Mate Developer

Summary of Qualifications:

- Oversee and manage the complete Salesforce development lifecycle, including design, coding, testing, and implementation.
- Monitors the design and development for multiple projects' system platform and standards.
- Modifies existing software, configures Salesforce and develops custom Salesforce solution using APEX and JAVA
- Works closely with project team to develop detailed technical requirements
- Led the development and implementation of innovative solutions to address complex technical challenges.

Certifications:

- B.S Computer Science
- BFA Creative Writing

Education:

- Simon Fraser University, British Columbia B.S Computer Science
- University of British Colombia, Vancouver, Canada BFA Creative Writing

Professional Experience:

Southpoint Consulting, Inc. (2020 to date) Virginia

Software Engineer

- Software engineer primarily using the Salesforce stack.
- Develops Lightning Web Components, Aura Components, Apex classes/triggers
- Develops flows and Salesforce admin and configuration
- Provides front end development using HTML, CSS, JavaScript, and JavaScript frameworks
- Assists with development and implementation of Southpoint IT security
- Makes recommendations for enhancements and modifications to improve efficiency, internal processes, and SDLC best practices

Glacier Media (2013-2020), Canada

Software Engineer

- Software engineer primarily using the Salesforce stack.
- Develops Lightning Web Components, Aura Components, Apex classes/triggers
- Develops flows and Salesforce admin and configuration
- Provides front end development using HTML, CSS, JavaScript, and JavaScript frameworks
- Assists with development and implementation of Southpoint IT security
- Makes recommendations for enhancements and modifications to improve efficiency, internal processes, and SDLC best practices

IBM Canada / Global Business Services (GBS), Canada

Software Engineer (2013 – 2013)

Rich Application and Web Developer (2009 – 2013)

Java Web Application Developer (2006 – 2009)

Streaming Media / Multimedia Developer (2001 – 2005)

Webcast Production Manager (1999 – 2001)

- Java Web Application developer, hybrid mobile developer, and web developer/consultant on client facing engagements.
- Served as a key team member on numerous projects using HTML, CSS, JavaScript, jQuery, PHP, Ajax, JSON and XML on the front end; and J2EE, JSP/Servlets, JSF, Hibernate, DB2, MySQL on the back end
- Provided extensive webcasting production management and development services

Technology Summary

Languages, Frameworks and Technologies:

HTML5, CSS3, JavaScript, Lightning Web Components, Salesforce Apex, Ajax, XML, JSON, jQuery, jQuery Mobile, React, Google Publisher tags, Google Tag Manager, SASS, Salesforce, Java, JSP/Servlets, JSF, J2EE, PHP, Solr, Responsive Design, SQL, Hibernate, WordPress

Development Tools & Environments:

Eclipse, Visual Studio, Visual Studio Code, Apache, WebSphere Application Server, Tomcat, Maven, NPM, Webpack, AWS, Jira, SVN, Git, Bitbucket

Methodologies:

Agile and Scrum, Rational Unified Process (RUP), Object-Oriented Analysis & Design (OOAD), Waterfall Approach, Prototyping Approach

Media and Streaming:

Photoshop, Premier, Adobe Creative Suite (CS), Windows Media, YouTube API

Systems: Windows, Linux, macOS, Android, Unix (AIX), VAX/VMS

Databases: DB2, MySQL, MS SQL Server

9. Data Migration Specialist - Richa Dubey

Richa Dubey **Data Migration Specialist**

Summary of Qualifications :

- Manages the data migration process for Fiscal Service
- Responsible for templates and reporting using Nintex on Salesforce
- Determines reporting and data needs for multiple business areas.
- Proficient in the tools used for migrating data to Salesforce including data loader.

Certifications:

- Salesforce Certified Platform App Builder
- Salesforce Certified Sales Cloud Consultant

Education:

- University of Phoenix, Phoenix, Arizona, Bachelor of Engineering in Electronics and Communications

Professional Experience:

Southpoint Consulting, Inc. (2020 to date)

Consultant

- Provides configuration and development support on Salesforce projects with government agencies
- Gathers, analyzes, and documents requirements from clients and translates those requirements into Salesforce technology solutions
- Develops declarative solutions using standard Salesforce functionality including workflows & process builders
- Gathers requirements, documents business process flows, and creates client-specific training documentation
- Led an effort to migrate disparate custom objects into the Case object
- Led a data migration effort to move data from disparate custom fields into the Contact standard fields
- Managed Salesforce integrations for Nintex, DocuSign CLM, and eSignature
- Created connection between data source (local Salesforce) and Tableau
- Worked on data integration and transformation by creating datasets, recipes, and dataflows in Data Manager
- Delivered Tableau CRM specific engagement starting with use-case initiation, Tableau dashboard creation, and customization in Analytics Studio
- Hosted many Tableau CRM POC for Government clients to showcase Tableau dashboard, lenses & stories (Predictive model)

F.I.L Fund management Private Limited. (2011 – 2013), India

Salesforce Administrator

- Performed data mapping and migration of data from legacy systems to Salesforce.com objects and fields, which included massive import and export of the data

- Designed, implemented, administered and troubleshooted system, managing security profiles, and provided technical support for Sales users
- Produced Customer Operations performance metrics, forecasts, analyses, and process management for all lines of business and operational activity
- Handled Salesforce.com administration/configuration, daily support and maintenance, and reporting analytics for Sales and Support teams
- Customized page layouts for standard/custom objects and assigned record types
- Developed reports, custom report types, dashboards, and processes to continuously monitor data quality and integrity
- Created and maintained complex user roles, security, profiles, workflows rules, validation rules and custom workflows, queues, licenses, capacity, and storage management
- Managed and implemented customization requests including creating workflow rules, automated email responses, etc.
- Trained new end users on the Salesforce.com application

ZTE Private Limited (2010 -2011), India

Business Analyst

- Visualized customer site navigation to identify bottlenecks, including enhanced site navigation and increased customer satisfaction via Scenario Analysis
- Analyzed and refined business and functional requirements
- Initiated and implemented various strategies involved in website usability, functionality, and compatibility testing
- Implemented the UML methodology in creating UML diagrams such as Context, Use Case and Activity diagrams, Sequence diagrams, class diagrams, using Enterprise Architect and Visio
- Maintained and monitored project progress and status from inception through to completion via Microsoft Project
- Prepared and executed manual test scenarios and test cases
- Conducted JAD sessions with key stakeholders in discussing alternate solutions for process improvement
- Analyzed product information using actuarial design documents, contracts, business processes, sales illustrations, annual statements
- Determined the level of formality required by taking into consideration options for documenting and packaging requirements based on project type, priorities, and risks
- Developed and implemented strategies in analyzing, categorizing, and managing requirements
- Troubleshooted and performed root causes failure analysis for software and hardware related faults
- Analyzed and handled addressing customer complaints to meet the SLA compliance for various categories of customers

Nokia Siemens Network (2009 – 2010), Virginia

Business Analyst

- Involved in various activities of the project, including information gathering, analyzing the information, and documenting the functional and non-functional requirements
- Participated in the preparation of the requirements of low-level and high-level design of the application
- Provided support throughout all phases of Software Development Life Cycle (Elicitation, Analysis, Design, Development, and Testing)
- Coordinated user acceptance testing (UAT) with business users
- Conducted Agile/Scrum meetings with stakeholders
- Developed test plans and detailed test cases to perform functionality of application in Quality Center after analyzing the Specifications Design Document
- Performed system testing to test the overall performance of the system after integrating all the modules
- Conducted cross browser testing to check the compatibility of the application with different browsers
- Reported bugs to developers using Quality Center
- Generation of daily, weekly, and monthly reports (i.e., Erlang, RF Loss, Congestion, TCH Connection, Hand Over failure, Mobile Paging Ratio, Sector & Carrier Wise % Utilization, % Call Block Rates, Trunk Groups of MSC & GMSC % Utilization)

Reliance Communications – India (2006 – 2009)

Reliance Testing Engineer

- Provided implementation and testing support with National and International Partners
- Handled database backup on a monthly basis, including SQL query generation for customer relationship reports (using clarity database)
- Selected, designed, and prioritized test scenarios and test cases that provided efficient coverage of requirements consistent with acceptable level of risk
- Manually tested modules for compliance with functional requirements
- Performed negative and positive testing manually
- Identified, analyzed, and documented defects, errors, and inconsistencies in the application using MS Excel
- Reported defects according to the Defect Life Cycle
- Coordinated with the developers on Defect's status on a regular basis
- Worked closely with the development team to resolve various issues
- Completed backend testing by executing SQL queries
- Manually tested the web application to ensure the flow of the application functionality
- Tested applications and documented results and bugs, including documentation of information useful in the debugging process
- Generated a Test Traceability Matrix (TTM) to show the test case execution status