

# SANKAR V NAIR

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## Core Areas of Expertise:

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|------------------------------|-------------------------------|--------------------------|
| ▪ Salesforce                 | ▪ Agile Product Owner         | ▪ Agile Scrum Master     |
| ▪ Business Analyst/Tech Lead | ▪ Global Engagement /Delivery | ▪ Stakeholder Management |

## OBJECTIVE

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Seeking a a challenging and rewarding position in the Industry as a software professional that will utilize my talents and abilities to the maximum potential, thereby ensuring me a professional growth.

## PROFESSIONAL SUMMARY

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- Around 15+ years of experience in IT Industry working in various domain like Retail,Manufacturing,Insurance,Banking Financial Service in different roles like Salesforce Marketing Cloud Engineer,Salesforce Practice Lead,Product Owner,Scrum Master, Tech BA,Tech Lead in Salesforce,Oracle Forms &Reports11G,PL\SQL.
- Certified Salesforce Marketing Cloud Consultant
- Certified Salesforce Email Specialist.
- Certified Salesforce Administrator.
- Certified Salesforce Platform Developer 1.
- Certified Product Owner with project experience.
- Certified Scrum Master with agile project experience.
- Certified Agile Coach.
- Certified Oracle Developer.
- Doing AWS Solution Architect Certification.

## Academics

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- ✓ Master's in Computer Application – MCA 2004 -2007: Specialization: Computer Science (ANNA UNIVERSITY)
- ✓ Bachelor's in Computer Science – B.Sc. 2001 – 2004: Specialization: Computer Science (M.G UNIVERSITY)

## Technical Skills

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Salesforce Marketing Cloud, Service Cloud, Sales Cloud, Oracle PL\SQL, UNIX, AEM, Toad, UNIX, Data Stage 11.3, API Master, Rally, JIRA, Confluence.

## Project Summary

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- **May 2022 – Till date (US Retail Customer).**
  - ✓ Was responsible in Handling Team at offshore.
  - ✓ Was responsible for Vendor Management.
  - ✓ Closely working with Business SME /Product Owner in finalizing the user stories through workshops and get that included in Product Backlog in Rally/JIRA.
  - ✓ Supporting Estimation of user stories and update Product Backlog.
  - ✓ Working on getting the Sprint Plans and Release Plans ready.
  - ✓ Preparation of Sprint Planning for upcoming sprints and to get Sprint backlog updated.
  - ✓ Closely working with Business SME /Product Owner in finalizing the user stories through workshops and get that included in Product Backlog in Rally/JIRA.
  - ✓ Supporting Estimation of user stories and update Product Backlog. Working on getting the Sprint Plans.
  - ✓ Preparation of Sprint Planning for upcoming sprints and to get Sprint backlog updated.

- ✓ Facilitate daily scrum meetings for the development team and update the board. Also, setup separate meetings for the team with necessary stakeholders to resolve the impediments, if any Responsible for setting up the team and define the communication structure with all integration teams.
- ✓ Involved Sales Cloud activities from Campaign, Lead Conversion, Opportunity, Contacts, Account, Quote, Order.
- ✓ Involved in Admin Activity like user creation, roles, permission set, creation of objects, fields.
- ✓ Involved in Service Cloud activity like Case Creation, Web to Case, Email to Case, Chat to Case, Direct case, knowledge base object.
- ✓ Involved activities of installed packages for API creation.
- ✓ Hands-on experience on Salesforce Marketing cloud activities like Project Migration for different Clients, Admin Activities/Marketing Cloud connect/Integration like REST/SOAP using Postman.
- ✓ Involved Technical Design and Solution Design as part of Project Requirements.
- ✓ Hands on Experience in Email Template Creation, Email Testing, Dataram Reports, Data Extension, All Subscriber, Encryption/Decryption.
- ✓ Hands on Automation Studio, Journey Builder, Mobile Studio, Audience Builder, Reports.
- ✓ Proof of Concept done for Interaction Studio and Advertisement Studio.
- ✓ Knowledge on SMS Studio, CDP, AMP Script, GTL, CSS, HTML, Litmus.

• **FEB 2019– May 2022 (Australia Insurance Customer through TCS)**

- ✓ Was playing role of onsite Team Lead and taking care of team needs.
- ✓ Closely working with Business SME /Product Owner in finalizing the user stories through workshops and get that included in Product Backlog in Rally/JIRA.
- ✓ Supporting Estimation of user stories and update Product Backlog.
- ✓ Working on getting the Sprint Plans and Release Plans ready.
- ✓ Preparation of Sprint Planning for upcoming sprints and to get Sprint backlog updated.
- ✓ Closely working with Business SME /Product Owner in finalizing the user stories through workshops and get that included in Product Backlog in Rally/JIRA.
- ✓ Supporting Estimation of user stories and update Product Backlog. Working on getting the Sprint Plans.
- ✓ Preparation of Sprint Planning for upcoming sprints and to get Sprint backlog updated.
- ✓ Facilitate daily scrum meetings for the development team and update the board. Also, setup separate meetings for the team with necessary stakeholders to resolve the impediments, if any Responsible for setting up the team and define the communication structure with all integration teams.
- ✓ Involved Sales Cloud activities from Campaign, Lead Conversion, Opportunity, Contacts, Account, Quote, Order.
- ✓ Involved in Admin Activity like user creation, roles, permission set, creation of objects, fields.
- ✓ Involved in Service Cloud activity like Case Creation, Web to Case, Email to Case, Chat to Case, Direct case, knowledge base object.
- ✓ Involved activities of installed packages for API creation.
- ✓ Hands-on experience on Salesforce Marketing cloud activities like Project Migration for different Clients, Admin Activities/Marketing Cloud connect/Integration like REST/SOAP using Postman.
- ✓ Involved Technical Design and Solution Design as part of Project Requirements.
- ✓ Hands on Experience in Email Template Creation, Email Testing, Dataram Reports, Data Extension, All Subscriber, Encryption/Decryption.
- ✓ Hands on Automation Studio, Journey Builder, Mobile Studio, Audience Builder, Reports.
- ✓ Proof of Concept done for Interaction Studio and Advertisement Studio.
- ✓ Knowledge on SMS Studio, CDP, AMP Script, GTL, CSS, HTML, Litmus.

• **April 2018 – FEB 2019 (Cape Town Insurance Customer through TCS)**

- ✓ Working as Product Owner\Technical BA for a Life Insurance Company at Cape Town, understanding requirements, based on that a detail plan is made for work to deliver. Involved in Tech review before handing over deliveries to customer.
- ✓ Closely working with Business SME /Product Owner in finalizing the user stories through workshops and get that included in Product Backlog in Rally/JIRA.
- ✓ Supporting Estimation of user stories and update Product Backlog. Working on getting the Sprint Plans.
- ✓ Preparation of Sprint Planning for upcoming sprints and to get Sprint backlog updated
- ✓ Facilitate daily scrum meetings for the development team and update the board. Also, setup separate meetings for the team with necessary stakeholders to resolve the impediments, if any Responsible for setting up the team and define the communication structure with all integration teams

- **Oct 2017 – April 2018: (Australia Banking Customer through TCS)**
  - ✓ Working as Scrum Master\Technical BA for a Bank at Australia, understanding requirements, based on that a detail plan is made for work to deliver. Involved in Tech review before handing over deliveries to customer.
  - ✓ Closely working with Business SME /Product Owner in finalizing the user stories through workshops and get that included in Product Backlog in Rally/JIRA.
  - ✓ Supporting Estimation of user stories and update Product Backlog. Working on getting the Sprint Plans and Release Plans ready
  - ✓ Preparation of Sprint Planning for upcoming sprints and to get Sprint backlog updated
  - ✓ Facilitate daily scrum meetings for the development team and update the board. Also, setup separate meetings for the team with necessary stakeholders to resolve the impediments, if any Responsible for setting up the team and also define the communication structure with all integration teams.

- **Sep 2016- Oct 2017: (UK Insurance Customer through TCS)**

As the Scrum Master\Technical Lead for the Enterprise Data warehousing program for UK Client, I was actively involved in the program planning and collaboratively worked with the onsite team and customer based in UK; Gathering the requirement from the client and translated the business details into technical design. Supporting Estimation of user stories and update Product Backlog. Working on getting the Sprint Plans and Release Plans ready.

- **Dec 2015 – Sep 2016: (UK Insurance Customer through TCS)**

As the Scrum Master\Technical Lead for the Enterprise Data warehousing program for a UK Client, I was actively involved in the program planning and collaboratively worked with the onsite team and customer based in UK; Gathering the requirement from the client and translated the business details into technical design. Supporting Estimation of user stories and update Product Backlog. Working on getting the Sprint Plans and Release Plans ready.

#### **Summary of the earlier projects:**

- Sep 2012 – Dec 2015: Team Lead: Bank at US through TCS.
- July 2011 – Sep 2012: Technical Lead: Retail US Company through TCS.
- Mar 2007 – July 2011: Assistant Manager: Hindalco - Aditya Birla Group India