# SUMEDH GANGURDE

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## SUMMARY

A Certified Scrum Master®, with current professional expertise in Product & Project Management with Business Systems Analysis.

Having 6+ years of IT experience—

- 3+years of collective Project & Product Management experience in project governance & PMO support.
- 2+ years as a Product Business & Systems Analyst with involvement in SaaS implementation & delivery— Salesforce.
- Experience in Salesforce.com CRM Platform including Lightning, Apex technologies, Sales Cloud, Service Cloud, Marketing cloud
- Project Manager/Business Analyst with several years of diverse experience in the IT industry with a focus on Salesforce and Salesforce API Integration projects.

## CORE COMPETENCIES

• Project Life Cycle Management •Project Planning & Scheduling •Product Management •Business & Functional Requirements Analysis• PMO Governance • Change Management Planning • Agile methodologies - Scrum • Global Virtual Teams• Salesforce Lighting implementation • Business Process Mapping • API Integration • CRM • SQL • JIRA.

## PROFESSIONAL EXPERIENCE

### INDIGO AG – Charlestown, MA

*Started as a Product Business Analyst (Salesforce) & progressed to being a Project Manager, leading small to medium scale API integration projects & managing project governance through-out.*

### Project Manager (Salesforce & Oracle), IT PMO                              09/2020 – 01/2021

- Drove improvement & enhancements to **SaaS & post-transaction platform projects** that dealt with TMS & CRM software like Kuebix, Salesforce & company's internal data cloud.
- Worked on **Salesforce Lightning** Components for building customized components replacing the existing ones. Created custom **CPQ workflows using process builder.**
- **Project impact—**Led integration projects that reduced business transaction time by 68% & saved data entry expenses by 45%. Shortened data collection process by 70% & increased data accuracy.
- Involved in project scope meetings with the Pricing manager to understand the type of requests and issues handled by the pricing team and documented the high level business requirements to the product backlog using JIRA
- Extensively used REST APIs for integration between Salesforce and on premise systems.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend, Visual force pages and Salesforce Lightning Experience as user interface.
- **Provided PMO support** to Product Manager— Prepared detailed work breakdown structure (WBS) & instilled shared accountability with the product team for achieving milestones throughout project life cycle.
- Wrote complex SQL Queries using Joins and Sub-Queries to test the reports generated by the different modules.
- Ensured technical alignment across squads as per **PMO governance framework** & established project tracking.
- **Change management planning—** initiated & conducted impact assessment, training & test planning.
- Resolved a variety of issues including scope creep, resource shortages & front-end/back-end user needs by maintaining the agile nature through-out the project cycle.
- Leading testing effort, test plans, and test data preparation for System Integration and UAT testing.
- Worked on **Salesforce Lightning** Components for building customized components replacing the existing ones.
- Used **Salesforce.com** developer toolkit including Apex Classes, Controllers and Triggers, Force.com IDE, Migration Tool, Web Services API.
- Planned & executed cross organization resource alignment— working closely with resource owners like Product Managers, Enterprise Architect & Director of Engineering.

- Created project charters & used project planning tools like **Smartsheet & Microsoft Project** to frame and manage project plans.
- Drove iterative planning events throughout project execution as milestone requirements would get fleshed out.
- Planned ceremonies and events across projects & programs.
- Planned and managed developer resources across squads, along with resource balancing.

## *Business Analyst, IT Product Management & Salesforce* *12/2019 – 09/2020*

- **Product/Project Management—**Collaborated with Product Manager on product vision/strategy& roadmap prioritization on quarterly basis. Assisted Salesforce Project Manager in solutioning the business problems & driving it forward through delivery team.
- Created custom quotes & product modifications within **Salesforce CPQ** & integrated it with the front end services like website & mobile application.
- Drove the API integration work between the Product website—UDP Snowflake—Salesforce. Worked with Data Strategy Manager to identify & nurture right data governance between these systems.
- **Sprint delivery—**Created user stories on JIRA & compiled it before start of every sprint story pointing session.Prioritized the product backlog for the delivery (DEV) team as per business value.Lead and outlined product deliverables as per sprint schedules.Conducted UAT (User Acceptance Testing) sessions in Sandbox with the business stakeholders to ensure the high-quality deliverables.Designed & compiled release notes after every sprint cycle for product teams.
- **Collaboration** with — Business, Product Manager & Salesforce Architects to chalk out a correct solution to address the business requirements&with developers to help them understand business processes & requirements for tracking, refining & Unit testing the user stories. Collaborated with Product Manager in facilitating the requirements gathering meetings with Overseas team located in Brazil, Argentina & Europe.
- **Product Documentation—**Utilized business analysis skills like — use case design, requirements elicitation & functional specification. Facilitated scope definition & requirements gathering meetings with variety of system stakeholders & documented their requirements in Jira &Confluence.
- Managed & groomed**JIRA board** for different views — Product, Architecture, Developer & Deployment.
- Established a Business Analysis methodology around Agile (SDLC) methodology.

## THE DESAI FOUNDATION –Burlington, MA
## *Business Systems Analyst* *10/2018 – 11/2019*

- Developed & implemented the organization's **CRM** system with **Salesforce NPSP**.
- Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Force.com IDE , Migration Tool , Web Services API.
- Created the JIRA/SQL scripts for demonstrating the prototypes and for verifying the result sets and used SDLC (System Development Life Cycle) methodologies like the RUP and the waterfall
- Cleaned the data & effectively streamlined it using Dataloader.io for importing.
- Experience with customization of Salesforce Communities. Designed and developed **SFA** based Application on Force.com Platform in **Salesforce.com** environment with Apex programming language at backend, Visualforce pages and Salesforce Lightning Experience as user interface.
- Effectively communicated and assisted other team members in the ongoing assignments as part of an agile environment.
- Reviewed Stored Procedures for reports and wrote test queries against the source system (SQL Server)/JIRA to match the results with the actual report against the Data mart (Oracle).
- Responsible for setting up web service integrations, API Integration.
- Maintained Salesforce security protocols, permissions & setup user profiles.
- Salesforce Configurations across all the Standard objects like Accounts Contacts Cases etc.
- Developed custom platform applications to meet the client requirements.
- Used search tools like **SOQL & SOSL** on Workbench.developerforce.com.
- Trained the all employees domestically & internationally through rigorous video sessions on Salesforce.

- Analyzed the various facets of the organization viz. donor behavior, grant strategy, financial data, demographic opportunities& social media connectivity. Designed &streamlined all the organization data. Exploited the information to capitalize on donation opportunities.

### SIMPLIFORGE ADDITIVE MANUFACTURING SOLUTIONS PVT. LTD.–Mumbai, India
*Project Manager*
*05/2015 – 10/2018*

- *Project Management -* Managed 20+ FFF/FDM and DLP based 3D printing product lines in PLA, PLA+, ABS materials and resins. Oversaw end-to-end processes including client acquisition to marketing and sales.
- *Business Development -* Generated 45% venture capital for the company through venture capitalists. Spearheaded this 3D printing startup with customer growth & excellent sales within 3 months in the Mumbai metropolitan area. Ventured into medical prosthetics industry through industry tie ups within the region.
- *Contract oversight –* was responsible for all facets of contract development including analysis, negotiations and closeout.

### FOX NETWORKS, CHANNEL V– Mumbai, India
*Marketing Strategist & Content Creation Intern*                    *03/2014 – 05/2015*

- Researched and shared insights amongst current live event fan trends.
- Used validators, converters and JavaScript in the application for validation.
- Updated and managed site platform content. Researched keywords and content avenues using Google analytics and internal tools.
- Wrote and strategized SEO-friendly content. Boosted company's presence on various college campuses.

## EDUCATION

**DePaul University, Chicago, IL**
*Master's Degree in Information Systems (Specialization: Business & Systems Analysis),* **G.P.A: 3.677**
**University of Mumbai**
*Bachelor's Degree in Electronics and Telecommunications Engineering,*