

PREETHA RAMESH



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CAREER OVERVIEW

Certified Scrum Master with a **Total of 12.5 years of Experience** that includes working as Scrum Master, Lead Salesforce/Apttus Admin/Developer and Business Analyst.

Accomplished Servant-Leader with **5+ years of experience as a Scrum Master** with skills in Agile Planning and Leadership. Led cross-functional teams by coaching, removing impediments, fostering self-management, and facilitating Sprint Ceremonies to hold teams accountable and fulfill requirements.

SKILLS

| KEY SKILLS | HARD SKILLS | SOFT SKILLS |
|---|---|---------------------|
| Leading Cross-Functional Teams | Agile Framework – SCRUM | Communication |
| Facilitating Sprint Ceremonies & Removing Impediments | Agile Tools – JIRA, Confluence, Azure DevBoards, Trello | Collaboration |
| Backlog Management | Salesforce – Salesforce CPQ, Service Cloud, Admin, Apex, VisualForce, Wave Analytics, DocuSign | Time Management |
| Agile Coaching | Apttus – CPQ, CLM, Order Management, Billing, Pricing Setup, Approval Management, X-Author for Contracts | Conflict Resolution |
| Documentation | Finacle – A Banking Product | Decision Making |
| Requirement Gathering | JavaScript, HTML, CSS, PL/SQL, Copado (Release Management Tool) | Adaptability |

GRADUATION & CERTIFICATION

- **Bachelor of Engineering (IT)** from Avinashilingam University, India in 2010.
- Certification from Scrum Alliance – **Certified Scrum Master (CSM)**

PROFESSIONAL EXPERIENCE

SCRUM MASTER

- Played as a SCRUM Master for about 5+ Years alongside as a Salesforce/Apttus Development Lead. Organized & facilitated all Sprint Cadences (Planning, Standups, Reviews and Retrospectives) for varied team sizes ranging from 8 to 27, in various Projects.
- Highly skilled as Scrum Master in facilitating scrum ceremonies for the scrum team. Improved team performance by identifying, managing, and supporting resolution of team impediments.
- Onboarded and trained several team members on the agile practices, processes, and frameworks, which increased productivity and overall team satisfaction.
- Led the company implementation and adoption of JIRA which reduced the time it took to create and manage tickets by an average of 2 days during Testing Phase.
- Assisted Product Owners in preparing and refining the backlog for Program Increment (large scale planning) as well as Sprint Planning.
- Experience in working with agile lifecycle, and/or tracking, and process management tools like JIRA, Confluence, Trello and Azure DevBoards.
- Assisting the QA team in developing in creating the Test scenarios, Test plans and Test Cases and created RTM to track requirements.

SALESFORCE CPQ, APTTUS CPQ & CLM

- 12.5 Years of professional experience in IT industry, played vital role both as a SCRUM Master & as a Lead Developer in most of the Projects since 2016. Involved in various phases of Software development including SFDC Administrator, SFDC Development, Business Analysis, System Analysis, Design, Data Migration, Testing & Production Support.
- Maintained support and delivered multiple enhancements based on Salesforce Sales Cloud application, most which includes Salesforce CPQ.
- Having good experience in organization automation processes like workflows, process builder, validation rules and approval process.
- Have worked with multiple business units to implement cross-functional solutions as per the business requirements.
- Interacted with the stakeholders, developers, Project Manager and SMEs to formulate Business Processes.
- Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Custom objects, Triggers, Custom Formula Fields, Email Notifications, Templates, Validation Rules, Process Builders. etc.
- Experience in developing Apex Classes, Standard and Custom Controllers, Controller Extensions, and Test Classes.
- Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ, Apttus CLM & Order Management.

-----WORK EXPERIENCE-----

- **Jeevan Technologies Pvt Ltd, Chennai, INDIA.**
Scrum Master – Salesforce CPQ
FEB 2023 – TILL DATE
Technical Skills: Azure DevOps, Salesforce CPQ

Deloitte, US (CLIENT)
Technical Delivery Manager (TDM)
FEB 2023 – TILL DATE
Technical Skills: Azure DevOps, Salesforce CPQ
- **SGIC Cloud Tech Pvt Ltd, New Delhi, INDIA.**
CPQ Scrum Master
DEC 2021 – JAN 2023
Technical Skills: JIRA, Confluence, Salesforce CPQ, APTTUS CPQ

Rubrik Inc, Bangalore, INDIA (CLIENT)
CPQ Scrum Master
DEC 2021 – JAN 2023
Technical Skills: JIRA, Confluence, Salesforce CPQ, APTTUS CPQ
- **CommerceCX India Pvt Ltd, Hyderabad, INDIA.**
Scrum Master, Lead Salesforce Developer / Apttus Developer
OCT 2018 – NOV 2021
Technical Skills: JIRA, Confluence, Salesforce CPQ, APTTUS CPQ & CLM
- **Accenture Solutions Pvt Ltd, Chennai, INDIA.**
Scrum Master, Application Development Senior Analyst
OCT 2017 – OCT 2018
Technical Skills: JIRA, Salesforce CPQ, APTTUS CPQ & CLM

Jacobs Douwe Egberts (JDE), Utrecht, Netherlands (ON-SITE)
Product Lead for Order Management
JAN 2018 – APR 2018
Technical Skills: JIRA, Salesforce CPQ, APTTUS Order Management
- **TechMahindra Limited, Chennai, INDIA.**
Senior Software Engineer
MAY 2014 – SEP 2017
Technical Skills: Salesforce CPQ, APTTUS CPQ & CLM, Order Management, Billing, Wave Analytics

SPARK New Zealand, Auckland, NEW ZEALAND (ON-SITE)
Scrum Master, Business Analyst
OCT 2016 – APR 2017
Technical Skills: Trello, APTTUS CPQ & CLM
- **Infosys Limited, Chennai, INDIA.**
Senior Systems Engineer, Systems Engineer
NOV 2010 – APR 2014
Technical Skills: FINACLE (A Banking Product)