SAISIRISHA MANNE

Developer | Workato
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+91-9603179561

PROFESSIONAL SUMMARY

- Certified Integration Developer with robust 3 years of experience in leveraging Workato technology.
- Workato Automation Pro certified professional with hands-on expertise in Workato integration middleware.
- Proficient in designing, developing, and supporting intricate enterprise application integration solutions, utilizing the Workato iPaaS Integration platform.
- Demonstrated fluency in handling diverse data formats, including Database, XML, JSON, XML schemas, and CSV.
- Possess a keen understanding of the Software Development Life Cycle (SDLC) alongside adeptness in development, profiling, and troubleshooting techniques.
- Proficient in utilizing tools like SOAPUI and Postman and Good knowledge of API Management.
- Experience in designing and optimizing business processes and integrating business processes across systems.
- Self-motivated, energetic team player with a wide range of skills, including development, debugging, communication, interpersonal, leadership, time management, and problem-solving.
- Demonstrated hands-on proficiency with project management tools such as JIRA and Teamwork, ensuring streamlined and efficient project oversight.
- Extensive experience collaborating with cloud applications, specializing in HR, Finance and Billing Systems.
- Proven track record of contributing as a valuable member of Scrum teams, enhancing collaborative development and delivery processes.

TECHNICAL SKILLS

Primary Skills	Workato
Sub Skills	SQL , SOQL
Database	Oracle, MYSQL, SQL Server
IDE/Tools/Utilities	Workato Middleware, Logisense, SoapUI and Postman.
Web Technologies	JavaScript, REST and SOAP Web services, HTML, XML and JSON

CERTIFICATIONS

- Workato Automation Pro I Certification
- Workato Automation Pro II Certification
- Workato Automation Pro III Certification
- Boomi Associate Developer Certification

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WORK EXPERIENCE

Systems Engineer 2   **Oct 2023 - Present**

Toast:

- Spearheading integration projects, collaborating with cross-functional teams to design and implement efficient workflows using Workato.
- Participating actively in Scrum teams, ensuring alignment with Agile development methodologies and contributing to iterative development cycles.
- Developing custom connectors and workflows to streamline data exchange between different applications.
- Troubleshooting and resolving integration issues to ensure seamless communication between systems.
- Collaborating with stakeholders to gather requirements and designing solutions that meet business needs.

Software Engineer   **Aug 2021 - Sep 2023**

Criticalriver Technologies:

- Led Workato development projects, working closely with clients to understand requirements and deliver effective integration solutions.
- Implemented automation workflows to optimize business processes, resulting in increased efficiency and reduced manual effort.
- Collaborated with the development team to customize and enhance Workato connectors for specific client needs.
- Conducted training sessions for end-users to ensure proper utilisation of integrated systems.

RELEVANT PROJECT EXPERIENCE

Project: 6

Project Title :	ToastNow-SFDC Automation
Technologies :	Workato, ToastNow
Tools :	Workato, Postman, Intercomm
Connectors :	Salesforce, Intercomm, Jira

Project Description:

This project streamlines case management for Customer Care agents by integrating Toast Web with Salesforce. It automates support case creation or presents existing cases to agents upon successful Toast Web matches, reducing manual searches. It handles single matches, creates contacts if needed and simplifies selections for multiple contacts or accounts. Retrieving the five most recent cases with key details ensures a quick overview. In contact creation, all the required attributes are captured. The system intelligently handles duplicates and guides agents seamlessly to the current Visual force (VF) page for issue resolution, enhancing efficiency.

Responsibilities:
- Architecting, designing, and implementing end-to-end integration solutions using Workato.
- Collaborating with cross-functional teams to gather integration requirements and translated them into scalable workflows.
- Developed and maintained robust Workato recipes for seamless data flow and business process automation.
- Conducting regular code reviews and ensuring adherence to best practices in Workato development.
- Collaborated with stakeholders to understand business processes and recommended improvements through automation.
- Providing technical expertise and mentorship to junior developers in the team.
- Optimized integration workflows to enhance efficiency and reduce latency in data processing
- Implemented error-handling mechanisms and troubleshooting integration issues for optimal performance.

Project: 5

Project Title :	HRMS Automation
Technologies :	Workato, Azure AD, BambooHR, ERP
Tools :	Workato, Postman, Azure Active Directory.
Connectors :	Azure Active Directory, BambooHR, Zoho People, Okta, Slack and Mail

Project Description:

This project is about the automation of the Employee Lifecycle Process, including onboarding, data synchronization across enterprise Identity services, ERP, Payroll, and Timesheet systems. Developed an efficient offboarding system with configurable notification features.

Responsibilities:
- Collaborated with peers to gather and document integration requirements.
- Coordinated with functional teams, business owners, and end-users.
- Conducted time and effort estimations for integration projects.
- Performed impact analysis and suggested strategic solutions.
- Creating and maintaining comprehensive documentation for Workato recipes and integration processes.
- Presented the project overview and outcomes to stakeholders.

Project: 4

Project Title :	Lead To Cash Automation
Technologies :	HubSpot, ERP, Unleashed, Tax Jar, DocuSign, Slack, Salesforce, CPQ
Tools :	Workato middleware, ERP
Connectors :	HubSpot, Salesforce, DocuSign, Microsoft Dynamic Business Central, Slack

Project Description:

This is an automation streamlining the lead-to-cash process, ensuring a seamless flow from lead acquisition to revenue generation. The system encompasses lead management, CRM, and financial processes, optimizing the entire lifecycle. Beginning with lead acquisition, it navigates through opportunity management, quote generation, and contract fulfilment. Integrating seamlessly with financial systems, the automation ensures efficient invoicing, payment processing, and revenue recognition. This end-to-end solution enhances operational efficiency, reduces manual intervention, and accelerates the lead-to-cash cycle.

Responsibilities:

- Participated actively in requirement gathering and documented integration requirements through collaborative efforts with peers.
- Managed data across CRM, CPQ, ERP, and Order Management systems, ensuring effective and accurate data handling.
- Engaged in all phases of the Software Development Lifecycle, contributing to the development of technical requirements, design, and testing.
- Led the implementation of full-process automation and efficiency controls, streamlining operations for enhanced productivity and effectiveness.

Project: 3

Project Title :	HR-IT Automation
Technologies :	Workato and Azure Active Directory
Tools :	Workato, Graph API, and Postman
Connectors :	HTTP Client, Azure Active Directory and Mail

Project Description:

The HR-IT automation project aimed at optimizing the provisioning and access management for employees. The automation streamlines the process of granting access to various applications with specific permission levels. The workflow is adaptable, triggered by specific events or run ad-hoc to accommodate evolving needs. Key systems involved in this initiative are the HR Management System (HRMS), utilizing BambooHR, and the Enterprise Identity Service Systems, specifically Active Directory. This automation enhances efficiency in managing employee access, ensuring timely and secure provisioning aligned with organizational requirements.

Responsibilities:

- Engaged in identifying technical requirements, scope, goals, and deliverables for projects.
- Contributed to all phases of the Software Development Lifecycle, including the development of technical requirements, design, and testing.

- Developed and maintained comprehensive technical documentation to facilitate efficient support, ensuring the assessment of the impact of future requests can be conducted effectively.

Project: 2

Project Title :	Logisense Reconciliation
Technologies :	Workato, Salesforce and Logisense
Tools :	Workato middleware
Connectors :	HTTP Client, Salesforce and Logisense

Project Description:

Logisense and Five9 (Salesforce), focusing on seamless data exchange. Developed a daily reporting mechanism where a comprehensive set of objects from Logisense was queried. Leveraging this data, performed real-time upsert operations on the Salesforce custom object named "Reconciliation Report." This integration ensures a continuous and accurate flow of information between Logisense and Five9, enhancing data consistency and enabling timely reporting in Salesforce.

Responsibilities:
- Participated in the end-to-end project lifecycle using Workato, involving requirements gathering, building, testing, and successful project rollouts.
- Took responsibility for managing Error and Log processes, ensuring the robustness of the system.
- Played a key role in implementing SOAP API, contributing to the seamless integration of systems.
- Developed intricate flows and logics in alignment with established Business standards.
- Demonstrated expertise in thorough testing and documentation of end-to-end processes using Workato..

Project: 1

Project Title :	eBonding (Five9 – Zoetis) – Incident Case Management Process
Technologies :	Workato and REST Services.
Tools :	Workato middleware and Postman.
Connectors :	HTTP, Salesforce and ServiceNow

Project Description:

This project is about the implementation of an eBonding solution bridging Five9 (Salesforce) and Zoetis (ServiceNow). The project focused on integrating IT Service Management (ITSM) systems between the two organizations, providing a seamless process that eliminates the necessity for customers to submit incidents through the Community portal. This solution streamlines communication and incident handling between Five9 and Zoetis, enhancing efficiency and user experience in IT service requests and resolutions.

Responsibilities:

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- Build and Support Integrations on Workato to meet business standards.
- Worked on major implementation standards like OAuth.
- Lifecycle management of Workato Integration Development.
- Worked on building Test cases and Test Integrations (Unit, System) to ensure they adhere to requirements.
- Coordination with stakeholders in testing and major project migrations.

EDUCATIONAL QUALIFICATIONS

Osmania University, Hyderabad, **Telangana, India**   **Aug 2016 - Oct 2020**
Bachelor of Engineering: Computer Science Engineering