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| **Srinivas Chintakrindi**  **(US Citizen)** | 6857 Kerrywood Circle▪Centreville, VA 20121  meghanath@gmail.com▪240 372 6241  https://trailblazer.me/id/megh |

**Salesforce / Quality Assurance / Product Management**

**professional summary:**

* Salesforce Certified Administrator with experience in developing and implementing client based solutions involving analysis, design, developing and implementation.
* PMI Certified Project Management Professional and Certified Agile Practitioner with experience in successfully implementing Global Trade Management (GTM) solutions with a special emphasis on Portfolio Management, Delivery Management, Stakeholder Management, Project Analytics, Infrastructure Services, Regulatory Governance and Controls Implementation and Business Process Interpretation.
* Responsible for assembling project plans (MS-Project) and teamwork assignments, directing and monitoring work efforts on a daily basis, identifying resource needs, performing quality review; and escalating functional, quality, timeline issues appropriately.
* Responsible for overall coordination, status reporting and stability of project oriented work efforts.
* Responsible for tracking key project milestones and adjusting project plans and/or resources to meet the needs of customers.
* Coordinated communication with all areas of the enterprise that impacts the scope, budget, risk and resources of the work effort being managed.
* Extensive knowledge and expertise in the use of project management methodologies (SDLC & Agile) and tools, resource management practices and change management techniques.
* Excellent written and verbal communication, and presentation skills, including the ability to tailor communications for Technical experts, Business SMEs, Executives and other stakeholder at various levels.
* Provided guidance to the team to come up with Shared Vision Document, Epics, User Stories, backlog grooming etc. Hands on experience in using Version One to manage Projects, Team Rooms, Epics, User Stories, Tasks, Sprint plans, Release Plans etc.
* Analyzing root cause to validate and control defects on released applications, providing QA and development teams with understanding of customer’s expectations and adding value to the final product

**Certifications:**

CIO Certification (George Mason University)

Project Management Professional (PMI®- PMP)

Agile Practitioner (PMI - ACP)

MuleSoft Developer Level 1 (Mule 4)

Salesforce Administrator

Salesforce App Builder

Salesforce Platform Developer I

Salesforce Service Cloud Consultant

Salesforce Einstein Analytics and Discovery Consultant

**Education:**

Master of Science in Technology Management:George Mason University, Fairfax, VA

Bachelor of Science in Engineering: NFSC, Nagpur, India

Bachelor of Science in Physics:PB Siddhartha College, Vijayawada, India

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**Career Summary**

**Acro Systems (05/2017 -Present)**

<https://www.acrosystemsinc.com/>

**Salesforce Administrator / business analyst**

* Coordinate the evaluation, scope and completion of new development and business workflow requests
* Build and maintain workflows using Process Builder processes, workflow rules.
* Providing consistent administration and support of Salesforce including but not limited to: managing users, profiles and roles; customization of objects, fields, record types, and page layouts; manage, test, and implement workflow triggers, validation rules, alerts, automated email responses, managing and building reports etc.
* Interact with clients to provide technical insight regarding project updates as well as leading   
  requirements and design sessions with the client.
* Provides technical support, training (technical and functional) and backup for the Field Sales as well as the Customer Support and Technical Support teams using Sales and Service Cloud.
* Creation of the business scenarios for UAT.
* Gathering requirements outlined by Sales Operations and lead technical development, QA, and deployment of custom objects, workflow rules, automatic triggers, relationships and mappings, etc
* Participate in with user requirement sessions and document user requirements to address changing business needs. Review design approach with Product Manager.
* Provide system administration support of internal and customer-facing Salesforce environment, especially related to customized applications, user permissions, security settings, custom objects and workflow.
* Performs system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, picklists, page layout management, mobile setup, data management (uploads), email templates,folder management, and public groups, as well as other configuration items.
* Perform data integrity (rules and merging records) functions establishing proper ownership and record type maintenance in accordance with sales territories.
* Import data using Data Loader, Workbench and Data Import Wizard
* Work with Data Integrity and Duplicate Management to help clean and dedupe leads, contacts and accounts data.
* Work with executive team to build reporting, dashboards, and other data analytics using Salesforce.com to support operation of the business and strategic decision making.
* Involved in the implementation of the Service Cloud involving Case Management, Channels, CTI Systems , Knowledge base etc.
* Generating functional automation scripts using Provar.

**Amber Road,McLean, VA(1/2007- 04/2017) (Now E2Open)**

<https://www.e2open.com/>

*Managed the Product and Quality Assurance of the Global Trade Management Software for clients of this global trade solutions provider.*

**PRODUCT MANAGER**

* Perform detailed project planning, management and reporting for all application releases including coordination with key applications stakeholders, project team members, production operations.
* Generating the Product Backlog (epics, user stories etc.) based on the feedback from the stakeholders.
* Customization and configuration of the Trade Compliance as per the client requirements.
* Mapping and interfacing with ERP and other systems (like Broker Interface etc.)
* Manage and lead the off shore QA testing team in the planning, execution, and reporting of user acceptance testing activities to ensure that the results of a complex enterprise software development using a combination of Agile and iterative methodologies.
* Execute test plans and create test reports to describe quality evaluation, testing, and correction.
* Coordinate requirement analysis and test execution with project management, development, Lines of Business and other internal departments.
* Develop story based test scenarios, cases and scripts to support test/behavior driven development in agile.
  + Develop High level test scenarios from requirement and convert them to Cucumber Feature file with Gherkin for Agile.
  + Convert manual test cases into TestNG and java test scripts for automation framework.
* Manage test documents in test management tool Spira, monitor progress and report status.
* Project task estimation using story points and analyzing estimation overrun/underrun using agile burn down chart.
* REST API web services testing - plan, develop and manage scenario collections through REST Client Postman, Burpsuite’s Repeater.
* Track, resolve and report on product issues, patch releases through third tier production support.

**NextlinxCorporation(4/2000 - 12/2006)**

**Quality Assurance Consultant**

Performed integration, regression, and GUI testing for multiple application modules and builds. Utilized internal tracking tools to document and report on all bugs / issues.

* Perform analysis, design, programming, testing and other development activities for Quality Assurance tasks.
* Ensured high-quality and effective testing to proactively resolve problems and deliver error-free applications.
* Coordinated creation and testing of test scripts through Mercury Quality Center.
* Plan and Manage complete Web Application Security Testing
* Dynamic and Static code scans using BurpSuite and VeraCode.

**Continental Informatics LLC, Atlanta, GA (02/1998 - 03/2000)**

**SAP Consultant**

Communicated with managers and users to define specifications and utilized front-end software tools to ensure optimal combinations of specifications. Prepared and executed test plans and test cases. Accurately implemented program modules.

* Served as core team member with responsibility for customizing and testing MM module; worked with Procurement, Quality Management, Inventory Management and Warehouse Management.
* Expertly customized ERP packages—including SAP R/3—to fully meet detailed client requirements.