ACS RECOGNITION OF PRIOR LEARNING (RPL) FORM - 2019

IMPORTANT NOTICE:

This document is required to be completed for all Recognition of Prior Learning (RPL) applications and uploaded as a PDF document(*converted from word*) to the application form. Please note scanned versions will not be accepted.

Please refer to the ACS Recognition of Prior Learning (RPL) Instruction document which provides detailed information in order to complete this form.

Applicant Name	**********
Applicant Email Address	**********
Applicant Date of Birth	**01/05/1984**

Please complete the following 2 sections:

1. **Section 1 - The Key Areas of Knowledge**
2. **Section 2 - RPL Project Reports**

SECTION 1 – KEY AREAS OF KNOWLEDGE

In the following expandable typing areas, explain **how you have acquired your in-depth knowledge** in these topic areas through your professional experience.

Please refer to the ACS Recognition of Prior Learning (RPL) Instruction document for more detail

Essential Core ICT Area of Knowledge: ICT Professional Knowledge

- **Professional Expectations**
- **Communication**

How have you acquired this knowledge in your working environment? Illustrate your depth of knowledge.

Professional Expectations

Professional qualifications, expertise and certifications have given me the level of competence that I can exhibit in my work ethics. Besides Salesforce, certifications I am also ITIL V3 certified. I have kept these certifications active and kept my knowledge updated. Updated technical knowledge is an important asset in dealing with customers and advising them of the benefits of choosing a certain technology. I have tried to keep my knowledge updated to international standards to conform to technical norms of customers and affiliated organizations. The knowledge of the product/application helped me gain an honest understanding of asking questions and solving the relevant problems. I started my professional career as a BA, where I had a keen interest in learning by adding extra effort and time to gain knowledge through my subordinates and the surrounding area. My pursuit of ITIL certification has helped me in co-creating value and helping to establish mutually beneficial and interactive relationships with customers so I could be a collaborator in service value chain.

I have worked with business teams to understand business unique challenges and document the business requirements with an aim to pursue continual improvement and implement the same in the client organization. I have experience of facilitating maximization of service effectiveness by implementing Service Value System and ITIL continual improvement model so that my client organizations had recourse to structured approach for implementation of improvement in service

value chain. I cooperated with different stakeholders at each phase of implementation, was involved in functional solution, configuration preparation of system test plans, System acceptance plan and rollout of the application.
I provide user training, formal demo, and prototypes to the business. I liaised with project teams and business teams to assist in understanding the project goals and other decision-making processes.
As part of my training and certification I introduced process-oriented thinking in my clients helped them to identify process inefficiencies, identify pain points within the application and create improvement opportunities in their applications.
From my initial work experience at Just Dial Pvt Limited (2006-2008), I was involved in documenting the daily status of the project process to supervisors. I followed the project management methodologies and procedures while developing project plans.
I have worked as a team chief in the project processes where I took responsibility for project management and oversight. I have always attempted to be cooperative and reasonable with my teammates and offered them suitable suggestions if they became confused about their job. I have always demonstrated my sincerity to my fellow members. I have participated in the free online training tutorials that also added value to my knowledge and expertise to track my obligations when meeting business needs.

Communication

I have precise communication skills. I have excellent persuasiveness, I am a motivational source for my teammates reflecting my charisma, and I could cogently translate information for my teammates so that work information is pertinent to their needs. I am an active learner and could actively negotiate on behalf of my company and team to get the best possible advantages or required concession. I positively influenced my team members and had my team members looking up to me, allowing effectively work utilization and throughput from each team member. I also had the knack of asking team members to share work load if one team member work load was much heavier, allowing me to manage work timelines efficiently. Being able to empathize with team members allowed me to do an effective presentation of their side of view to the management so my projects worked smoothly. I believed in open communication with my teammates as collaboration skills rely on the ability of an individual to communicate effectively, to listen attentively and work conscientiously.

During my tenure at Just Dial Pvt. Limited as an analyst (2006-2008), I worked closely with the users for understanding the requirements and documenting those requirements. As a business analyst, I was involved in the coordination of daily sprint meetings, preparation for new project feasibility, besides routine tasks. I have been involved in several brainstorming sessions with my team to encourage their useful insight and collaborated with them on day-to-day issues. While at Infosys Ltd (2008-2012) as a BA I have supervised and worked with new employees/team members and communicated with the product quality control department as well. I began to learn on how and when to interact with the members as a chief and I ensured that I had interacted honestly with every teammates. I held frequent discussions and training sessions with my group to address the results of our mission and responded to every member's opinions.

As a Business analyst in Cognizant Technology Solutions Ltd (2012-2014), I communicated with my team on a regular basis and held weekly meetings to discuss the issues of the general state of the project and to seek their inputs and discuss course of action. When engaging with employees of the KVP Business Solutions (2014-2015), I have preferred to give support rather than judgment that provided everyone with the incentive to invest extra energy and effort for achieving our objectives. I have a preference for one to one meeting than messaging or emailing wherever possible since then I could get instant feedback and develop a better rapport. I have often attempted to sustain a strong relationship with my co-workers, supervisors and customers whom I have given different training regarding project/software.

General ICT Area of Knowledge: ICT Management

- **IT Project Management**
- **Security Management**

How have you acquired this knowledge in your working environment? Illustrate your depth of knowledge.

IT Project Management

IT project management provides competitive advantage by managing costs, providing timely updates, providing escalation where required and ensuring that project activities are completed with minimum slack time. IT project management helped me to be more effective and manage my time more efficiently. IT project range is diverse and requires multiple skills of arranging, coordinating and clearly defining responsibility for the execution of the basic goals of information technology (IT) of an enterprise. Also involved are supervision of software programs, hardware implementations, enhancement of network, cloud storage support and virtualization rollouts, enterprise intelligence along with data processing programs, and IT infrastructure delivery.

I have acquired knowledge from my work environment in IT project management and internal training. My formal professional career started in 2006, where my supervisor mentored me. I learnt how to handle the work teams and apply best practices of IT project management. The process methodologies were acquired from the internal training of the organization, and the skill-set was put into practice in the existing project. Working with various project teams, key stakeholders and project managers to deliver the agreed deliverables during a controlled IT Project environment. I usually have to work in my project in the form of events, and by understanding the scope of the job, the complexity of the job and the importance of the task. I focused on project management using Microsoft method, industrial project approaches, project market size, project commitment estimation and project logistics strategy, cost and return strategy, company communication. I have learned techniques and management skills to strengthen my expertise from numerous academic bodies and prepare for the business.

When I was working as a BA at Tech Mahindra from May-2015 to November-2016, I worked with business teams to understand business challenges. I arranged workshops with multiple stakeholders and clients for better management of the IT project. I collected business needs in an advisory manner (data models, security, processes, user interface, KPI reporting) and suggested the best business practices. I developed functional specifications, which illustrate the solution's functionality. I did set up of agile best practices with the entire team to influence the design and development of the application. Lean agile project management eliminated all processes that did not contribute any business value. I estimated user stories using the technique of story-points. I carried out the process-oriented thought with the ability to recognize process inefficiencies, pain points within the program, and to create incentives for change. I had designed the project plans using the latest methodologies for project management so that proper IT project management could obtain the best outcomes. I assisted the program in its design, deployment, device test plans and rollout. I gave the business users training, manufacturing care support and formal demo prototypes. I eliminated waste, or any extra process steps and empowered the team to the best level possible; so the team mates did not get restricted by process or bureaucratic details.

Security Management

Security management is a crucial field for every organization. Security management in a project refers to implementing high-tech security management systems designed to protect the information of the company. In ITIL process, Information Security Management Representative administers training, oversees information security awareness and implementation, and develops efficient tracking and reporting system to ensure compliance.

Security management concerns the physical security of structures, individuals, and product lines, as well as security of the information, networks, and communications networks. It helps recognize security vulnerabilities within the network of a company that could result in a data breach, as well as vulnerabilities of the facility. I identified potential threats to a project and mitigated these. I did vulnerability management to reduce potential threats such as spyware and malware from entering organizational network. I identified the primary vectors of a threat to a project so they could be addressed.

During my job tenure, I learned about security management and understood the importance of data privacy for business. I have also dealt with numerous projects where the top priority was the implementation of safety. I adequately and succinctly managed all aspects of the secrecy. The contact communications shared with the customers were classified as prohibited, and all public access was excluded and sensitive information encrypted. I have been knowledgeable about cloud-based deployment and have problem-solving expertise and a good background working closely with corporate leaders to understand the full potential of cloud infrastructure. I have been involved in the project at different stages of software development life cycles for security maintenance. I had 13.5 years of rich IT experience spanning various companies, including IT, Financial Services, Retail, Government, Education, Telecom, Logistics, Airlines, and so on. I started my career as a Business Analyst with a leading IT company and served as an ICT analyst and Manager. I helped an organization understand the need to develop wireless technologies with proper security.

I worked at Infosys Ltd as a Business Analyst, where I learned to prepare structured reports, functional requirements and presentations to suit business needs. I supported the project in developing safety management plans using the principles of project management. I led to the elicitation of specifications and rigorous checking of company conditions. I sponsored the facilitation of workshops among various stakeholders and clients. I wrote User Stories for application design and development and worked closely with business teams to understand unique business challenges and document business needs. I was responsible for the stable implementation of that program. I have been involved in the practical approach, setup, deployment, system test plan planning, and system acceptance plan and application rollout. In addition to this, I also provided user training, formal demo and application support to maintain security. By protecting the remote devices that are bridged to IT, I maintained the endpoint security to protect the computer network of an organization.

SECTION 2 - RPL PROJECT REPORTS

The purpose of these reports is to enable you to demonstrate your command and implementation of the Areas of Knowledge described in Section 1 of this application.

Please refer to the ACS Recognition of Prior Learning (RPL) Instruction document for more detail

Project Summary:			
	Project Name	**Start Date**	**End Date**
Project 1	**OLD Mutual South Africa – Client On-boarding System (Banking)**	**mm/yy**	**Mm/yy**
Project 2	**TOLL Logistics – Order Booking and Processing System (Logistics)**	**mm/yy**	**Mm/yy**

Project 1: OLD Mutual South Africa – Client Onboarding System (Banking)

1. Project Summary

1.1. Identification

Client's Company Name	Legal Name of Entity	
Business Address	Street Address Suburb State Postcode Country	
Contact Numbers	Tel: Telephone (include country and area code)	
Web Address	Web address	
Email Address	General email address	
Nature of project	The Old Mutual is an insurance and banking group based in South Africa offer financial services like Banking, Savings, Investment, and Insurance to small and mid-size businesses and individual's customers across several market segments and geographies in South Africa.	
Location of project		
Name of your employer	Tech Mahindra	

1.2. Duration

	From	To
Total project duration	mm/yy	mm/yy
Your involvement	mm/yy	mm/yy

1.3. Resources

	Number
Your team size	
Total project team size	

1.4. Personal Involvement

Please list the phases of the project in which you were personally involved

Start	Completion	Phase Description
mm/yy	mm/yy	
mm/yy	mm/yy	
mm/yy	mm/yy	
mm/yy	mm/yy	

1.5. Describe your role(s) and responsibilities in the project.

My roles and responsibilities of this project includes:

1. Equip best practices of Salesforce to the team.
2. Prepare functional specifications for the project teams to include architects, developers, and testers.
3. Developing user training documentation and conduct formal one too many user training.
4. Participated in business and technical workshops to detail down the business requirements.
5. Help development and architect team to review estimates.
6. Act as a central reference for the source of information, and assist in the project decision-making process
7. Prepare system specification comprises of salesforce data modelling techniques for the development of software.
8. Prepare an effective project plan using project management techniques.

2. Business Opportunity or Problem

2.1. Describe the business opportunity or problem(s) this project addressed.

The business opportunity for this project are as follows:
The Old Mutual business had acquired three microfinance companies with in African region to expand their business. All these companies were using paper-based application for on boarding their customers.
Paper based forms with photographs were entered into the electronic system. The process was repetitive and cumbersome, and prone to errors in data transcription. Manual work took more time and requirement involvement of more resources
Excel based forms with macros were used for tracking and calculation of interest, tax, fees and related calculations. The sister companies and all related companies of the client were using electronic processes and the client had chosen Salesforce force.com cloud platform and automation tool.

3. Solution

3.1. Discuss your contribution to the solution, project or engagement.

I was involved throughout the project activities from the beginning until project completion.
The project scope covered the implementation of common Lending (Loan) and Insurance processes using Salesforce sales and service automation for 3 regions (Zimbabwe, Kenya, Nigeria).

Salesforce enterprise edition was considered for implementation with integration of T24 core banking systems with Salesforce. The system design, development, implementation were provisioned by Tech Mahindra India.

Requirement Analysis:
1. Requirements gathering from business stakeholders, prioritizing the work processes, creating documentation that has as-is processes, and to-be process mapping and business blue printing.
2. Business requirements converted into functional and technical specifications.
3. Gaps analysis identification for the potential requirements of business stakeholders
4. Determining and designing potential solutions to implement client requirements thoroughly to manage system limitations.
5. Ensuring that the solution was fully compliant with client's base requirements and system had a clear path for add-ons for the future growth, so costs were managed

I ensured that the implementation scope is defined clearly, so accurate project timeframes with the sufficient time budget for all of the implementation stages could be planned.
Implementation and Support:
1. Involved in designing and development of knowledge Driven automation framework
2. Coordinating production implementations and performing necessary functional verifications/wellness checks to make sure of completion of the effective assembly implementation. Obtaining the sign-offs from business end-users post successful implementation.
3. Conducting support handovers and plan for production implementation back out plans.
4. I also planned post implementation support so that responsive customer support can answer user queries and help in adoption and future growth of our customer.
Testing & Defect Management:
1. Conducting test plan, and review meetings with the testing team.
2. Performing UAT and isolating defects with the defect tracking tools like JIRA, HP ALM, and HP control (QC).
3. I ensured that any UI issues that users had from previous systems were managed with Salesforce implementation. This required mapping user journeys along with UI/UX designers.
3. Providing support to all or any or any or any phases of testing throughout the implementation and helping in defect analysis, prioritizing the defects identification and providing immediate resolution to trace these defects to closure by fixing and retesting.
4. Discussing the defects with project stakeholders with the count of defects being raised out of each sprint.
5. Coordinating between multiple project teams to expedite the fixing of the raised defects.
6. Salesforce implementation was designed to be phased, in iterative fashion so that user started with basic functionality and add-ons of increasing complexity so that functionality was delivered in from most critical outwards and users get to adopt the system before newer features were added

3.2. Describe any design or problem solving methods you used on this project.

We started off by provide initial planning and preparation for Client project. Each Salesforce implementation requires involvement of the right people in the process. I defined Steering Committee Members, Functional Team Members and Technical Team Members. I started communicating with the end-users right from the start to get buy-in and ensure that implementation and user adopting the system processes are as smooth as possible. The project sponsor was the lead in the project.
I derived solutions using SWOT (Strength, Weakness, Opportunities, and Threats) analyses and prepared solution diagrams. I organised brainstorming sessions and collaborated with the team members to get several new ideas. Out of the proposed solutions, I choose to go with the most suitable within the given time-lines. This technique was applied to all the problem statements. We had to create Sales on-boarding forms that captured all the relevant information considering each of three acquired banks had different application forms with approximately 650 fields. Salesforce has limitation of number of fields in one form or object (maximum 500 fields in one object in the enterprise edition). Also, I had to make sure that it did not impact the existing customer when migrated to new Salesforce Platform.
After the SWOT analyses of this problem the design agreed that we create a common onboarding form with all the required fields in it, and there was a 'Dropdown' mandatory fill field which allowed to 'Select organisation'. When Sales team got on board any customer they would fill this form and select the organisation name where the customer had shown interest in opening bank account or loan account.
When sales team filled the on-boarding form, selected the correct organisation, and saved the form, in the backend **unique account, contact record** was created based on selection of organisation. This we were able to overcome the limitation in Salesforce.
Once account and contact were created then sales team uploaded the supporting identification and address proof documents . Then based on interest of customer has shown on product like-Saving, Loan, Insurance, an opportunity was created and assigned to internal sales team queue after account and contact were created in Salesforce.
The result was much appreciated by the department head.

3.3. List the major deliverables of the project that you were responsible for or contributed to.

Major deliverables during this project include:

- Requirement Traceability Matrix
- Development of project plan
- The functional design of the system
- Presentation of information-driven automation framework
- Deployment of functional solutions
- Acceleration of automated test development process
- Identification of testing scenarios
- Validation of test use cases
- Provision of User Training
- Working closely with technicians and management personnel
- Provision of Junior Staff with leadership, instruction, coaching and direction
- Sign-off from the end-users supporting successful operation

4. Results

4.1. Was your solution implemented? If so, describe the role, if any, you had in the implementation.

After analysis of business requirements, the feasible solutions were implemented successfully.
I worked with individual Applications to review the Test scenarios as well as test cases created and mapped back to individual self-requirements to map traceability.
I published the general test coverage report back to the management and stakeholders for their approval to lock down on the test preparation. I ran multiple rounds of regression testing and fixed the defects.
The functionalities were frozen before deployment in the production system. Any critical issues were addressed as per their priority. I was involved throughout the project activities for requirement analysis.
I carried out requirements gathering from business stakeholders by prioritizing their wants, creating documentation that had as-is and to-be process mapping. I prepared requirements specifications by converting the business requirements into functional and technical specifications.
I provided the potential requirement gaps to business stakeholders based on the analysis. I had a role in determining and designing potential workaround solutions to implement client requirements thoroughly to beat system limitations.

4.2. *Assess the overall success or failure of the project*.

I focused on delivering project purpose, which meant clear communication of objectives so that users understood, how the new system was beneficial, why the project was undertaken and what benefits were expected to result. I provided a clear plan of the intended outcome, how the jobs would be changed and what would be the plan of action to achieve the intended outcome. The processes definition and communication with stakeholders who would be impacted was used to smoothen adoption. The roles required by team and client and tasks expected to be completed were shared in the beginning and updated as the project progressed.
As part of the deliverables, I executed each task/story successfully. The project involved various testing and analysis phases, and throughout the right management of the project, we could meet the project required targets and standards. There was proper implementation of the project model and plans. After the project release, we provided proper support.
I was involved in designing and development of knowledge Driven automation framework. I coordinated with the production implementations and performed necessary functional verifications. I also performed wellness checks to make sure the assembly implementation was completed effectively and obtained the sign-offs from business end-users post successful implementation. We conducted support handovers and plan for production implementation back out plans.
We discussed the defects with the project stakeholders with the count of defects being raised out of each sprint and coordinated with multiple project teams to expedite the fixes of the defect raised.

4.3. Lessons Learned

In retrospect, what you might have done differently on this project?

I coordinated and worked with UAT test Manager and Business for Production verification test planning. During production pilot testing was planned for one week before the planned go-live – pilot testing should have been planned for at least 2 weeks before go live to get sufficient time to fix any incidents before the migration to production. I found that Anything that will impact results needs to have an engineered approach. I should have used more of the use best practices and best processes to achieve exceptional results. At time I had settled for commonplace, this I needed to avoid. The Process-based performance measurements help a company to achieve higher order-of-magnitude results. I also needed to have a risk management strategy and mitigation plan is a leadership best practice that I had not done.

Project 2: TOLL Logistics – Order Booking and Processing System (Logistics)

5. Project Summary

5.1. Identification

Client's Company Name	Legal Name of Entity	
Business Address	Street Address Suburb State Postcode Country	
Contact Numbers	Tel: Telephone (include country and area code)	
Web Address	Web address	
Email Address	General email address	
Nature of project	Toll Group is an Australian logistics company provide freight transport services by various means. Toll chose to implement Salesforce as an application for managing their Orders and Inquires.	
Location of project		
Name of your employer		

5.2. Duration

	From	To
Total project duration	mm/yy	mm/yy
Your involvement	mm/yy	mm/yy

5.3. Resources

	Number
Your team size	
Total project team size	

5.4. Personal Involvement

Please list the phases of the project in which you were personally involved

Start	Completion	Phase Description
mm/yy	mm/yy	
mm/yy	mm/yy	
mm/yy	mm/yy	
mm/yy	mm/yy	

5.5. Describe your role(s) and responsibilities in the project.

Requirement Gathering, Estimation, Stakeholder Engagement, System Implementation, Salesforce configuration (Out of box features), Functional Testing, Data Migration, System Documentation, User Training, Presentations to client stakeholders, and Project Management.

6. Business Opportunity or Problem

6.1. Describe the business opportunity or problem(s) this project addressed.

The existing system was cumbersome, lacked advanced functionality and did not have seamless integration with other departments and modules, hence the client decided to replace the existing system.
1) The previous application did not have a proper solution for tracking and handling of orders optimally, especially when the business orders spiked dramatically.
2) In the existing system, the performance of the staff was not tracked and high achievers and under achievers could not be tracked
3) A lot of work was inconvenient and unwieldy - due to which client cost became exorbitantly higher than estimated expenses.
4). Department took long time to deduce figures regarding problematic issues, expenditures, and work-pressure on their employees.
5) Entire Sales process i.e. Lead and Opportunity process was managed in different applications, which besides non-integration made visibility across the board impossible. Further, the Sales process was inefficiently implemented and increased turnaround time for a Lead conversion to twice the average time.
6) Account and Contact Management master records were unusually high, duplicate records could not be identified so wrong bills or multiple bills wee generated.
7) CTI telephony system (Computer Telephony Integration) was not integrated with enquires and booking system. Call Centre support team had difficultly engaging with customers as there was a different system for accessing Customer data, Order and Enquiry details and It was difficult to transfer the enquires from one system to another.

7. Solution

7.1. Discuss your contribution to the solution, project or engagement.

The business client considered Salesforce, a cloud-based web application that aided in organizing all the knowledge within the new application. I contributed to configuring the initial setup of the demo environment, which included Sales Cloud, Service cloud with some test accounts and contact data used in the Sales process and Service process. Moving from on premise CRM software to Salesforce on the cloud removed the need for hardware management, upgrades and maintenance. By consolidating customer support and online community management onto the CRM platform removed the need to integrate sales and support applications.

After implementation of demo accounts the results were:

1. Salesforce was handling the orders efficiently as now the data was stored in Salesforce and the SOQL (Salesforce Object Query Language) and SOSL () queries which are used to retrieve the records from the search index to display to the user.

2. In Salesforce user adoption could be easily tracked by configuring the adoption reports and dashboards in a standard -out of box way which was accessed by team leads and above role.

3. Most of the repeated were automated in Salesforce. Orders were automatically updated in a batch that is scheduled in the night so, that all the system resources were available to complete the batch timely and efficiently.

4. Salesforce provided the activity reminder so, that the user completed the action on time and a user could create an activity for himself or assign the reminder task for other team members action

5. Sales processes were automatically converted into leads without need for manual review. In the background, the lead scores were calculated by the system upon answering the questions. If the lead score was above 95%, then the system automatically sent an email notification to the Lead record owner to convert the lead. When a lead was converted, it automatically created a contact, account and opportunity record in Salesforce based on lead data. This automation made the entire process much more efficient and reduced requirements for manual inputs.

6. After setting up fields and layouts for Account and contact provided access to required teams. To avoid duplicate accounts and contact created de-duplication rules to restrict a user from creating a duplicate account and contact records. All the data was uploaded centrally in Salesforce so the user did not need to depend on other information to access the account and contact details of customers.

7. As part of the Salesforce solution, Salesforce was tightly integrated with the Genesys CTI system (Computer Telephony Integration). CTI console was created in Salesforce that allowed call centre support staff to access Account, Contact, Orders, and Enquiries in Salesforce itself. Toll Enquires were managed thorough the Genesys Telephony CTI system along with Workspace console and Salesforce CRM and Salesforce provided a customer 360-degree view to the call center support staff.

   I was involved throughout the project life cycle. However, my major involvement was during the subsequent phases.

Requirement Analysis & Design:

The requirements generation sets the stage for a successful salesforce implementation. Adhering to an engineered process defines the expected feature, function, and capability to be delivered as a result of the salesforce implementation effort. The requirements generation will reflect the

structured framework and process roadmap whereby providing high value of results may be achieved.

1. Capturing application requirements from business stakeholders, setting priority for the necessities, creating documentation that has current and future processes mapped. Reengineering if required needed to be tied specific processes and leadership of the organization's involvement would ease the transition process.
2. Preparing software requirements specifications by interpreting business requirements into technical specifications. Implementing or improving any capabilities is a change management process that relies on human communication, learning, and experimentation.
3. Determining and designing potential workaround solutions to implement client requirements to beat system limitations.

Implementation Support:

1. Involved in presenting the information Driven automation framework by Cap Gemini to the client and various teams. Ensuring that clear goals were communicated
2. Planned to use reusable out of box components and accelerate the automated test development process by leveraging existing automation framework. Planning and scheduling of all tasks and resources and subsequent monitoring, control, and reporting were used to ensure successful delivery.
3. Planned to optimize SQL queries to enhance the performance of the application in a production environment while loading data in bulk.
4. Ensuring that implementation performed necessary functional verification checks to make sure the assembly implementation was accomplished effectively and obtaining the sign-offs from business end-users post successful operation.
5. Preparing support handovers plan for production and back out plans.
6. Automating the deployment process in test environments using GIT and Azure DevOps CICD.
7. Creating a comprehensive education, training, and implementation framework.

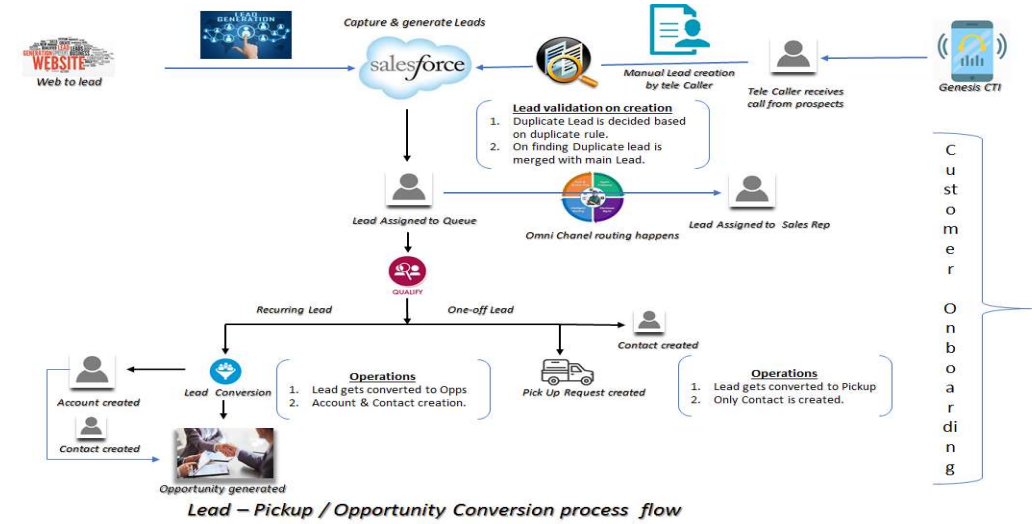
Testing & Defect management:

1. Identified and reviewed the test scenarios for business requirements & functional specifications, and conducted test plan review meetings.
2. Performing functional testing, user acceptance testing, entire testing & business verification tests.
3. Validating the test cases and raising defects within the defect-tracking tool JIRA/HP internal control (QC).
4. Provided support throughout the implementation and helping in defect analysis, prioritizing defects and rack these defects to closure by fixing and retesting.
5. Guiding the team in fine-tuning of the reusable scripts, and evaluate testing through automated scripts.
6. Performed triage meetings, Root Cause Analysis (RCA) meetings and helping to spot methods and define processes to reduce defects occurring in test environments.
7. Reporting the defects to project stakeholders with the count of defects being raised per sprint.
8. Coordinating between multiple projects teams to expedite the fix for the defects raised.

User Training:

1. Prepared the User training help guides and collaterals, ensuring that validates that users have a minimum acceptable competence level in their use of the salesforce tools, menus, reports, and typical day-in-the life-of tasks.
2. Provided Classroom and virtual training to users of all departments who planned to use Salesforce. Engage the Salesforce administrator who would be handling day-to-day issues. Salesforce admins have a holistic view of data can understand complex problems and provide appropriate solutions.

Salesforce solution Flow – Order/ Pickup:



7.2. Describe any design or problem solving methods you used on this project.

Problem Solving Method:
To solve the problem/ requirement I used SWOT (Strength, Weakness, Opportunities, Threats) analysis methods for generating and evaluating ideas, and prepared fishbone solution diagrams. I also used mind mapping and idea generation besides brain storming to come up with a workable technique which was applied to all the problem statements – one example is given below.
While working on the requirement provided by the business sales team, during the Lead conversion process, the data (E.g. Account details, contact details, lead details, other helpful information) needed in the opportunity form at the time when prospect lead is converted had to be fed manually.
Design/Solution:
As part of the solution design, I proposed to create the custom object/table, which would include mapping of all essential fields that will be populated on the new opportunity form from tables like Account, Contact, Lead, etc. This way most of the required details already had been pre-populated for a sales rep and improved the sales target.
I had to rearrange quick review sessions to secure approvals from all the specified stakeholders.

7.3. List the major deliverables of the project that you were responsible for or contributed to.

Major deliverables during this project included the following:
- Functional Requirement Specification
- System Requirement Specification
- Requirement Traceability Matrix
- Functional Design of the system
- Testing
- User Training

8. Results

8.1. Was your solution implemented? If so, describe the role, if any, you had in the implementation.

After gaining the understanding of business, requirements all the provided solutions were implemented successfully. I worked with individual Applications area to review the Test scenarios and test use cases created and mapped back to individual requirements to map traceability. I published the general test coverage report back to the management and stakeholders for their approval to lock down on the test preparation.

I worked with the Automation test team to finalize the Automation test plan and closely worked with the Automation team to induce the Automation regression suite. I also played a major role in delivering a clear understanding of the project to the stakeholders. I used to be liable for gathering the test data. I developed the user case for the flow of business & user manuals for facilitating the business.

8.2. *Assess the overall success or failure of the project.*

I successfully executed each required task completing my project requirements. The project involved various phases implemented with proper project management techniques, and we met the project required targets and deliverable. Deployment to the Service Cloud helped in increasing support agent productivity. I along with my team was equally responsible for the project success. I was able to customize and implement the Sales Cloud to empower the stakeholders.
I was responsible for assessing important milestones and interacting with the stakeholders during the entire project life cycle to make the project successful. During the planning and implementation phase, I conducted meetings with different departments to understand their business requirements and to provide urgent solutions to problems.
I evaluated all project quality checks and access to all of the tools used in the project and provided the staff responsible with hands-on knowledge to be the custodian of the application as a user and specifically operating department that would be using this entire interface.
I worked on the preparation of user manuals for staff with different roles. I created the documentation release execution and testing plan based on the Sprints and release drop. The feedback from the users was incorporated and used for further optimization of the system implementation.. The final output of the TOLL logistic project was appreciated by common people as well as by the upper management. I ensured that the Salesforce implementation process was going on smoothly, I called the Project Managers meeting at least once a week to add the new functionalities within the implementation process when required.

8.3. Lessons Learned

In retrospect, what you might have done differently on this project?

We had a very tight deadline for deliverables and had no time to spare for mentoring new team members. After finishing the project, we realized that Toll Logistic project could relate to multiple applications working in our system, thus, we prepared more documents useful while on-boarding new team-mates. Thus we prepared template and use case based on existing implementation for future implementations.
Since there were multiple interface connections, and it would not be very economical to make all changes in our applications. Our team developers thus got equipped and were trained to use the same implementation to the subsequent Salesforce CRM software application they would update it with the new thinking patterns. This would cost lower and become a user-friendly interface.
I would have done more collaboration with the experts regarding the existing technologies and software if they were needed to be updated or replaced. On going post implementation support and in depth training of the salesforce admin so that the admin became the focal point for local problem resolution.