**VIVEK LINGAMPALLY**

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**Salesforce Analyst/CPQ/Admin/Developer**

**PROFESSIONAL SUMMARY:**

* 8+ years of Extensive and Progressive Professional IT experience in the areas of CRM Salesforce Business Analyst, Salesforce Admin, Salesforce CPQ, Design documentation, Business Process modeling, and UAT and Implementation coordinator in Healthcare, Finance (General Ledger & AP), and Insurance Industry.
* Experience with Oracle Big Machines Express CPQ Cloud Service for Salesforce.com to configure, price, quote, and create proposals immediately, and streamline renewals.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Proficiency in SFDC Administrative tasks like Creating Profiles, Roles, Users, Page Layouts, Email Services, Validation rules, Approvals, Workflows, Reports, Dashboards, Tasks and actions.
* Lead / Account Management, Custom Reporting, Dashboards. Excellent Problem-Solving Skills. Coordinating in production of a wide marketing communications. Lead Conversion process, email-to-case, web-to-lead implementations.
* Used MS-Visio for process modeling, Use case Diagrams, business process flow diagrams.
* Experience with complete Software Development Lifecycle SDLC Waterfall and Agile with scrum.
* Worked extensively on various salesforce.com standard objects like Accounts, Contacts, opportunities, Products, Price books, Contracts, Cases, Leads, Campaigns, Reports and Dashboards.
* Qualified in defining requirements, customize the application to satisfy business goals and appeal to users, set up reporting Dashboards, keep an eye on availability and performance.
* Experience with Object Oriented Analysis and Design OOAD using UML, Rational Unified Process RUP, Agile Scrum, Rational Rose, Requisite Pro and Rational Clear Case.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Skilled in gathering user requirements, Elicitation, Project planning, scheduling, controlling, performing GAP analysis and translating them into structured data, functional and usability requirements.
* Involved in Process flow documentation, Business requirements mapping, Defining, Documenting Deliverables and mentoring development teams.
* Worked extensively on user Requirements gathering, gap analysis, and development of functional specifications.
* Have Extensive Technical writing experience in areas of Client Server Web development including Skills of Creating, Editing and developing Business process documentation and implementing them with Conga.
* Participate in regional Implementation meetings. Plan and execute all information systems on various platforms. Coordinate with internal deployment team to maintain all the necessary platforms prior to implementation.
* Good Understanding of Health cloud, Commerce Cloud, Field Service Lightning and Marketing cloud.
* Coordinate with implementation manager and monitor all phases of projects and maintain all project objectives within required timeframe along with presentations utilizing Conga.
* Make the process of change as easy as possible, minimizing complications. Training employees, holding seminars and providing employees with assistance during the initial stages. Solving problems as they arise. Continually monitor the progress of an implementation program.
* Coordinate with implementation manager and monitor all phases of projects and maintain all project objectives within required timeframe.

**SALESFORCE SKILLS**

**SFDC Administration and Configuration**: Accounts, Contacts, Campaigns, Leads, Opportunities, Contracts, Cases, Solutions, Queues, Quotes. Managing Who sees what Profiles, OWD, Role hierarchy, Permission sets, Field level security, sharing rules and Manual sharing Field creation, Page Layouts, Record Types Workflow and Approval process Leads and Cases -Assignment rules, Auto-response Reports and Dashboards. Email and Document Templates, Data Migration APEX Data Loader.

**Salesforce CPQ:** Build CPQ Quoting & Product configuration, Validation rules, Pricing, Configurator, Guided Selling, Advanced Approvals, Document templates, Quote Templates, Price rules and Sales Cycle.

**Salesforce Development:** Create and manage workflow rules, data validation, processes, flows, triggers, Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes.

**BUSINESS SYSTEM ANALYST SKILLS**

Problem solving, Critical Thinking, Documentation and Specification, Workflow Diagrams, Use Case diagrams, Wireframes, UX, Change Management, Business Process Modeling, Data Modeling, Requirement matrix, Requirement Prioritization, User Stories, Spring planning, Impact Analysis, Elicitation, Client Interaction, Team Coordination, UAT, Test Cases.

**TECHNICAL SKILLS:**

* Operating Systems - IBM OS/390, MVS/ESA, WINDOWS
* Databases - DB2 SQL, MYSQL
* Defect Tracking Tools – HP ALM, TFS, VSTS, Rational Clear Quest, Quality Center, Test Link, Track Tool
* Middleware – Windows, IIB, Message Broker, Message Queue, Axway
* Methodologies - Waterfall Model, Agile Model, Scrum Methodologies, V Model
* Tools - MS Office, MS Word, Excel, PowerPoint, and MS Project, MS Visio, SharePoint 2007, Lotus Notes, Windows XP
* Data Integration: ETL, Informatica, DataStage, DellBoomi, SSRS, SSAS
* Force.com - Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, APEX Data Loader, Accounts, Contacts, Campaigns, Leads, Opportunities, Contracts, Cases,
* Solutions, Queues, Quotes

**PROJECT EXPERIENCE:**

**Safe Auto Insurance Company --Columbus Ohio Jan-2020- Present**

**Salesforce CPQ Analyst/Developer**

**Environment: Salesforce CRM Cloud, CPQ**

**Responsibilities:**

* Working with APEX developers and Salesforce admins, describing profile and data visibility requirement, setting up workflow rules and validations, Setting up reports and dashboards
* Coordinate with implementation manager and monitor all phases of projects and maintain all project objectives within required timeframe. Coordinate with internal deployment team to maintain all the necessary platforms prior to implementation.
* Coordinating with stakeholders. Analyzing requests for new feature or change request by operations teams. Coordinate timelines during development process.
* Integration of Oracle Big Machines Express CPQ Cloud Service for Sales teams and produce 100 error free sales proposals.
* Participated in preparing business cases and intuitive configure, price, quote, and renew solutions.
* Intelligent way to select the right products and price them accurately, create Proposals immediately, and streamline renewals.
* Creating standard operating procedures for various departments. Delivery, maintenance and continuous improvement. Finalize the deliverable and timelines
* Authoring systems requirement specification SRS, creating use cases and managing data dictionary. Analyzing requirements. Finalize the deliverable and timelines
* Conducted JAD sessions with Subject Matter Experts to obtain domain level information. Involved in converting the User requirements into business requirements, functional requirements and technical requirements.
* Managed requirement using Rational Requisite Pro and created business process modes from the requirement specification. Created a Requirements Matrix and made requirements available to all team members and urge communication and collaboration among team members.
* Presented and conducted functional requirement reviews walkthroughs with the designers, developers, and stakeholders. Identified Use Cases from Business Requirements and created UML diagrams like use case diagram and activity diagram using MS-Visio for various stakeholders.
* Involved with the quality assurance team to develop design test plan and test cases. Tested the final application for usability testing to verify whether all the user requirements were catered to, by the application.
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ) systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
* Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design.

**Environment:** Salesforce.com, Force.com IDE, Developer Console, Zuora, SOQL, Apex, Visual Force, Force.com Data Loader, Jitter bit, HTML, Apttus, Dashboards, Custom Objects, Vlocity, Integration, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, Controllers, REST API, HTML, Java Script.

**BCBS -Health Insurance—Michigan August 2019- Jan 2020**

**Salesforce CPQ Consultant**

**Responsibilities:**

* Build CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* The ask was to improve the user experience, simplify the quoting process and help the sales team with guided selling and product configuration. Presented multiple product configuration options and then build the selected configuration.
* As, there were many configurators, build an apex program to load the CPQ configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Used advanced approvals to simplify approval process used currently and migrated from old standard approval logic to advanced approvals, Reduced, eliminated need of custom apex login.
* Configured and maintained Salesforce.com based on business requirements.
* Performed detail analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and using other Platform based technologies like Visual Force and Force.com API.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Used service cloud on the case management standard objects (accounts, contacts, opportunities, campaigns and leads) and customized standard object Opportunities with Visual Force pages and this is the crucial object for the entire FTI Consulting.
* Designed and developed data models, implemented it on SFDC by creating custom objects.
* Created Custom Objects like Conflict check submission, EMF Configuration, Employee etc.
* Defined lookup and Master-detail relationships on the objects.
* Created and managed complex Workflow Rules, data validations, and object customizations.
* Designed and customized page layouts for the custom objects and assigned them to the different record types.
* Assisted in designing and deploying workflows, validation rules, approval process and auto-response rule for automating business logic with health cloud on Salesforce.com.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business.
* Developed Apex classes, Visual Force Controllers and Extensions based on requirements
* Worked with SOQL, SOSL queries to interact with the database in Apex transactions.
* Worked with management and other developers to translate marketing needs into design requirements.

**Environment:** Salesforce.com, Force.com IDE, Developer Console, Zuora, SOQL, Apex, Visual Force, Force.com Data Loader, Jitter bit, HTML, Dashboards, Custom Objects, Integration, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, Controllers, REST API, HTML, Java Script.

**Ohio Health - Columbus Ohio March 2019- August 2019**

**Salesforce Developer**

**Responsibilities:**

* Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas
* Provide **technical** assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance
* Develop or review development of test protocols for testing application before user acceptance. Review test results and direct further development
* Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
* Proactively engage on continuous improvement efforts for application design, support, and practice development efforts
* Provide recommendations on how to improve our Salesforce operational platform
* Performing hands-on software development and testing
* Creating mockups/wireframes and getting HTML design ready before Sprint start. Understanding and fixing issues in Salesforce Creating Business Process and implementing workflows in Salesforce.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Developed Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Worked with SOQL&SOSL queries with Governor Limitations to store and download the data fromSalesforce.com platform database.
* Integrate of Application with Salesforce.com with using SOAP and REST web services API.
* Customized Salesforce.com fields, page layouts, record types, list views and queues.
* Worked closely with Sales Operations team and Business Analysts in building Reports and Dashboards.

**Environment:** Salesforce.com, Force.com IDE, Developer Console, Zuora, SOQL, Apex, Visual Force, Force.com Data Loader, Jitter bit, HTML, Dashboards, Custom Objects, Integration, Custom Tabs, Security Controls, Eclipse IDE Plug-in, Salesforce Sandbox, Controllers, REST API, HTML, Java Script.

**Cardinal Health- Columbus Ohio Dec 2015- March 2019**

**Salesforce Developer/Admin, BA & CPQ Consultant**

**Responsibilities:**

* Gathering the Business Requirements and Analysis of the Business Requirement. Interaction with direct clients and customers for the requirements gatherings.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on integrating salesforce with core systems like CUDL, origins etc. for processing the loan/deposit applications of Batelco & Worked with peer on informatica cloud - SFDC mapping, task wizards, & data synchronization/replication and administer. Created apex classes, apex triggers, custom controllers implementing complex code for retrieval from salesforce to visual force pages.
* Developed SOQL statements within controllers, extensions and triggers & Created objects, fields, enabled field level security, enabled record types and page layouts. Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Conducted JAD Sessions with the subject matter experts, stakeholders and other management teams in the finalization of the User Requirement Documentation.
* Involved in developing use case document for the application, traceability matrix, system requirement specification SRS and presentations for proposed solutions
* Gap analysis, which involves determining, documenting and approving the variance between business requirements and current capabilities.
* Customization of Apttus product and CLM by using Salesforce features like triggers, VF pages.
* Data Analysis involving Data Cleansing, Data Conversions, Data Transformation, Data Quality Analysis, Data Relationships, Source Systems Analysis and Reporting Analysis.
* Problem solving when raised and reducing the gaps between the company and customers. Analyzed and Created Custom Profiles as required for the business needs and implemented Object level, Field level and Record level security.
* Defined various Validation rules to validate the data in the application. Customized Page Layouts for Salesforce.com Standard and Custom objects. Created custom report types and generated report using the report types.
* Designed and developed Use Cases, Activity Diagrams using MS Visio.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, S-Controls, Workflow & Approvals, Jitter bit, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows

**Stericycle, Deerfield IL August 2013 - November 2015**

**Salesforce Systems Analyst**

**Responsibilities:**

* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented Various Custom Reports and deployed them for different business user levels.
* Created user accounts, managed profiles, security and workflow rules.
* Identified and established the sharing rules for restricting access to business objects such as opportunities, leads and cases.
* Customize Work.com page layouts, fields.
* Develop Validation rules and workflows.
* Created custom controllers implementing complex code for retrieval from Salesforce to Visual Force pages.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Exposed Apex classes as Rest APIs and triggered workflows from third party applications.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.

**Environment**: Saleforce.com, Force.com Explorer, Apex Triggers, Visual force Pages & Apex Controllers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, Force.com Eclipse Plug-in, Data Loader, SOQL, SOSL, Email Services, Security Controls, HTML, Java Script, CSS, SOAP.

**HDFC Bank—IN August 2012- June 2013**

**Jr. Salesforce Developer**

**Responsibilities:**

* Developed and implemented GUI functionality for Process Flow module using JSP, Struts, JavaScript, CSS, Struts, Action Forms and Struts Action Servlets.
* Redesigned the web applications by replacing the Custom MVC framework with the Spring MVC module.
* Used JSP Standard Tag Libraries (JSTL) to implement the logic inside the JSPs.
* Extensively used Validation framework for client and business logic validations.
* Developed various test cases and performance unit testing using JUnit.
* Developed Ant build scripts, created WAR files and deployed in JBoss application server.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Duties included design, development, integration and administration of salesforce.com applications.
* Gathered user requirements and involved in application design discussions and documentation.
* Responsible for designing system/Unit/UAT test cases.

**Environment**: Saleforce.com, Force.com Explorer, Apex Triggers, Visual force Pages & Apex Controllers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, Force.com Eclipse Plug-in, Data Loader, SOQL, SOSL, Email Services, Security Controls, HTML, Java Script, CSS, SOAP.