# Swetha Tavva

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# Overview:

* 5+ years of experience in **consulting**, **program management** on the Enterprise Cloud CRM.
* Proficient in Sales Cloud, Service Cloud, Community Cloud, Salesforce CPQ + Billing
* Exposure to both Agile and Waterfall software development models.
* Proficient in Sales Cloud, Service Cloud, Community Cloud, Salesforce CPQ + Billing
* International experience in managing software development life cycles across Retail, Banking, Manufacturing, Health Care, Hospitality, Professional Services and IT/ITeS
* Built business development strategies, marketing collaterals and conducted market analysis to generate viable product development ideas
* Handled foundation, development, support and data migration teams.

# EDUCATION:

**Post-Graduation Diploma in Information Technology, AIMA, New Delhi, India.**

**Bachelor of Technology** (Computer Science & Engineering**)** from Jawaharlal Nehru Technological University, India.

# EXPERIENCE

**Salesforce Developer/Lead Developer, eNexus Software Technologies,Hyderabad, India.**

* Responsible for organizing learning and training programs for internal team and freshers
* Participate in Pre-Sales activities such as Discovery, Scoping and Budgeting, Resourcing, and Delivery Planning
* Act as a Solution Consultant on various projects related to Salesforce Sales, Service, Community Cloud, CPQ + Billing and ensure smooth delivery
* Knowledge of Billing integration for Avalara Taxation, Accounting Systems, Revenue Recognition systems

# Projects:

* Integration of Project Management tool with Salesforce Billing to facilitate timesheet logging for automated invoicing
* Implemented Usage, Subscription and Milestone based billing in Salesforce Billing for various Project Types
* Designed the automated Invoicing in Salesforce Billing and Subsequent integration into Quick Books accounting on a regular basis.
* Integrate existing Salesforce CPQ + Billing and customized to meet client’s needs
* Re-designed the CAD Active Products and Services to adopt to Salesforce Billing Modeling

**OSI Digital (Finastra--Rubix)**

**(Role: Lead Developer)**

**(August, 2021 – June 2022)**

**Project:**The Rubix Programme is delivering consistent lead to cash processes and customer experience through automation and technology to reduce process time and cost.

* Designed the Salesforce CPQ Product Structure and Approvals around Professional Services Project needs ex: Fixed Budget, T&M, Managed Services projects
* Align business problems to OOB solutions and work with client /Salesforce architects to align to product best practices.
* Design and create data model and data flows to support the application build.
* Helped clients achieve their business goals by providing Salesforce advisory and technology landscape analysis
* Responsible for Business analysis and Consulting of Salesforce.com as a platform and implement tailor made custom solutions.

# Command Alkon

# Role : Team Lead

**(Jan, 2021 – August, 2021)**

**Project: Command Alkon is used** for specialized technology solutions that drive value across the heavy building materials supply chain – in ready mix and asphalt plants, at quarries and cement operations, on the roads with trucking providers, and on construction jobsites projects around the globe.

* Design and Implement Salesforce solutions for customers on Sales, Service and CPQ environments
* Implemented sales process with conditional dependency between each stage in the opportunity.
* Created **workflow rules** that defined related tasks, email alerts, and field updates. Automated **workflows** that make applications collaborate with **SalesforceChatter** for the users in the company posting messages to groups and individuals.
* Implementation and integration of **DocuSign** within the Salesforce system.
* Created app pages, home pages integrating the custom components for salesforce lightning.
* Created and customized multiple **DocuSign Gen and DocuSign** envelope templates in different languages to send legal documents to the customers from different parts of the world.
* Integration to capture the status of the document that is sent to the customers on the Salesforce object (Quote, Opportunity)
* Created quote templates that also reflects the right quote line grouping and quote terms based on the user’s requirements.
* Responsible for business analysis, research and propose appropriate tools and resources to meet the customer requirements
* Design and Implement Salesforce solutions for customers on Sales, Service, Community cloud environments
* Work alongside key stakeholders throughout the project life cycle and manage project implementation, user training etc.

# Project Name: Trimble

**(Sep 2020 - Dec 2020)**

**Project:** Trimble is transforming the way the world works by delivering products and services that connect the physical and digital worlds. Core technologies in positioning, modelling, connectivity and data analytics enable customers to improve productivity, quality, safety and sustainability. From purpose-built products to enterprise lifecycle solutions, Trimble software, hardware and services are transforming industries such as agriculture, construction, geospatial and transportation and logistics.

* Design and Implement Salesforce solutions for customers on Sales, Service and CPQ environments.
* Used data loader to load the products and worked on the product configuration with features, options and product rules according to the client’s requirement.
* Implemented billing, tax and revenue recognition treatments for effective invoice generation for the order
* Created and organized usage-based products including invoice usage related to order products.
* Created multiple price rules for calculating various scenarios on the Quote.
* Created customized forecasting reports and dashboards.
* Implemented invoice schedulers, invoice batches for automating invoice creation.
* Worked on allocation of payments and credit notes as part of the project implementation.

# ATCO Group (Role: Salesforce Admin + CPQ Developer) (Duration: ~ 8 months)

ATCO is a Canadian Business providing services in both commodity and non-commodity services. The current project is Sales Cloud, Service Cloud and CPQ + Billing Implementation of ATCO Rumi, a new consumer-based services for individuals and family homes that is being introduced by ATCO.

* Setup **Web to Case** form for ATCO Rumi services for the customer service Rep to handle client requests
* Setup Case object **Record Types** for each type of Rumi Service Request that came in through website
* Setup Page Layouts, Case Queues for each type of RUMI Services
* Automatically assigning the Case Owner to the right Team (Queues) via process automation
* Solutioning of entirely new non-commodity products and SMB products on CPQ
* Designed the Financing Model/Amortization modeling for bigger ticket home goods/products
* Setup the entire Quoting process in Salesforce CPQ based on custom pricing based on the validity of Quote Start Date and the Custom Price validity period and amortization schedule.

# Project: Survalent Technologies (Nov 2019 - Aug 2020)

Survalent is a software provider of the fully integrated supervisory control and data acquisition (SCADA), outage management system (OMS), and distribution management system (DMS) solution for commodity vendors across the globe.

As part of their Salesforce implementation Survalent was moving from an outdated and redundant Salesforce old org to a fresh Salesforce Org. We were commissioned to implement both Sales Cloud, Service Cloud and Community Cloud for Case management and Knowlagent.

# Responsibilities:

* As part of the development team, participated in Requirement gathering sessions for Sales Cloud, Service Cloud and Community Cloud projects.
* Built the entire lead management end to end including customizing the Lead Processes (stages), Opportunity Processes, and forecasting
* Wrote auto assignment rules for Lead upon creation from Marketo integration and also from web-to-lead form from Survalent website
* Implemented knowledge management for the Survalent team to provide customer access to knowledge articles such as installation guides, user manuals, instruction guides, educational videos etc.

Project Name : **Orbit Innovations (Jan 2019 – Oct 2019)**

Environment : LWC

Role : Developer

**Description**:

Orbit Innovations is a salesforce consulting firm, focused on empowering companies reap the benefits of Salesforce.com. Pioneers in the cloud computing space, Salesforce.com enables companies achieve sales success and higher revenues operating in the arena of mobile development.

# Responsibilities:

* + Created custom objects required for Application development using LWC.
  + Worked on mobile Application screens based on the client requirement.
  + Worked on customization of UI and functionality for mobile interactive pages.
  + Implemented various salesforce SLDS modals and out of box tools as part of app development.

# Senior Programmer Analyst, Franklin Templeton Investments, Hyderabad, India. Global Equity Research Application

Houses the research data built on .NET framework using C# and ASP.NET that is used by the portfolio managers for effective order/trade decisions on the accounts.

Worked on enhancing the existing features in the application that include creation of new reports (What-If-Pivot analysis, Benchmark based on portfolio weights, setting absolute and relative range based on MSCI and GICS classification, include portfolio manager name through the entire application).

* Awarded as The innovative thinker for the idea of automation of daily manual jobs using ASP.NET and C#. Developed processes to run the processes on time and avoid human error.
* Awarded ‘I am Franklin Templeton’ reward for the major enhancements for an application used by portfolio managers based on ASP.NET/C# during my first year as a graduate trainee in the team.

# Chart of Limits Application

Houses the enterprise level account data built on .NET framework using C# and ASP.NET used by the research analysts and portfolio managers to set limits.

* Worked on the development, testing and implementation of the user module.

# NEWMAN Application Migration

* Worked on the Migration of the code from VB to C#. It was a cross team project as part of the organization’s initiative to encourage cross functional knowledge in employees.

**Research Portal (WPF)** – It is a web portal that maintains the research data regarding the history of the funds and their performance for future decision making.

* Designed, developed and implemented GUI application layouts.
* Participated in understanding of application functionality and frameworks.
* Created and updated application prototypes and proof of concepts.
* Prepared reusable components in adherence to requirements.
* Conducted unit, system and automated testing activities.
* Developed use case scenarios and software development estimates.
* Provided technical assistance during reviews of requirements documentation.
* Tested programming modifications and resolved program intent issues

# Production Support & Documentation

* Prepare training document for end users & development of training materials for existing applications along with ongoing upgrades.
* Involved in 24/5 on call support and fixing defects and minor enhancements.
* Performed basic production activities on C#/.NET and Informatica.
* Test/debug/enhance applications based on .NET framework.

# Other Tools & Technologies

* Analysed and managed data and using ETL tools like Informatica 9.1 and Informatica 9.5
* Worked on transaction-based systems which were completely operated on UNIX.
* Migrated two modules on VB to .NET application.