

Veena Murali Krishna Tungala

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EDUCATION



B.Tech (E.C.E) | JNTU Kakinada
2014 – 2017



PRESENT EXPERIENCE:

Contract Consultant: TCS

May 2022-Still Working

Responsibilities and Key Result Areas:

- Over 5 plus years of experience in IT industry including more than 3 years of experience in Salesforce.com CRM platform
- Experience in creating various Reports (summary reports, matric reports, pie charts, dashboards) and Report Folders
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects
- Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
- Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
- Other Admin features like Users, Workflows, Object Relations, Page Layouts, Record Types,
- Validation Rules, Formula Fields, Rollup Summary Fields, and Approval Process.
- Good experience on Flows or Process builder functionalities.
- Participated in all stages of Software Development Life Cycle (SDFC)
- i.e., System Analysis, Design, Development and Testing Expertise.
- Worked in writing SQL Queries (Sub queries and Join conditions, correlated sub queries)
- Designed and developed various Weekly and Monthly reports showing detailed information that could be used to send information to diverse group of users, clients, and managers.
- Created Tableau scorecards, dashboards using stack bars, bar graphs, scattered plots, geographical maps.
- Worked in Tableau environment to create dashboards like weekly, monthly, daily reports using tableau desktop.

Project Title: AXA UK

Team Size: 8 members

SF cloud works on: Service Cloud

Role: Salesforce Admin/Dev

Environment: Apex Classes, Apex Triggers, SOQL, Aura Components Basics, Visualforce Pages, Visualforce Controllers,

Asynchronous patterns, Lightning Framework, Force.com IDE, Data Loader, Lightning, HTML and JavaScript, Salesforce CRM, Workflows & Approvals, Dashboards, Custom Objects, Email Templates, Reports, Formulas, Validation Rules, Workbench, Visual Studio code, Developer console, Changesets, Copado.

Company Overview:

It offers insurance for individuals and businesses with Health, Motor, Home, Travel, Personal and Group Accident, Fire, Engineering, Life and various other products. Axa is present in Lebanon as Axa Middle East.

Responsibilities:

- Worked as team member and performed the roles of Salesforce.com Developer and Administrator in this Project.
- Involved in creating Apex classes, Utility Classes, Lightning Components and Component Controllers
- Involved in creating Visualforce pages custom and extension controllers.
- Created Future methods, Batch Apex and scheduled Apex classes.
- Developed Custom Objects, Workflows, and Data Management.
- Involved in Setting up Users, Roles, Profiles and Security Settings.
- Designed and developed various functional needs in the application.
- Involved in Data Mapping and Migration of data from legacy systems to Salesforce.com Objects and fields.
- Customized Page Layouts for Contacts and Accounts depending upon client requirement.
- Involved in creating action components based on client requirements.
- Involved in creating Batch Apex and Scheduling Apex classes based on the client requirements. Have sent mail to users using Apex code.
- Converted JavaScript button, Visual force pages to lightning Component.
- Worked on Customer Community.
- Worked on workflows for field updates based on time dependent workflow.
- Involved in field and record level Security.



PREVIOUS EXPERIENCE:

Software Associate: Capgemini Technology India PVT LTD.

JAN 2020-April 2022

Responsibilities and Key Result Areas:

- Over 3 plus years of experience in IT industry including more than 2 years of experience in Salesforce.com CRM platform
- Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards) and Report Folders
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects

- Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
- Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
- Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
- Other Admin features like Users, Workflows, Object Relations, Page Layouts, Record Types,
- Validation Rules, Formula Fields, Rollup Summary Fields, and Approval Process.
- Good experience on Flows or Process builder functionalities.
- Participated in all stages of Software Development Life Cycle (SDLC)
- i.e., System Analysis, Design, Development and Testing Expertise.
- Worked in writing SQL Queries (Sub queries and Join conditions, correlated sub queries)
- Designed and developed various Weekly and Monthly reports showing detailed information that could be used to send information to diverse group of users, clients, and managers.
- Created Tableau scorecards, dashboards using stack bars, bar graphs, scattered plots, geographical maps.
- Worked in Tableau environment to create dashboards like weekly, monthly, daily reports using tableau desktop.

Project Executive | SKYPRO Technologies PVT. Ltd

DEC 2017 – JAN 2020

Responsibilities and Key Result

Areas:

- Consulting and maintaining good relationship with customers, partners and Govt. officials

Project Details 2:

- **Description:** MUFG is the largest bank in Japan. It was established in January 1, 2006, following the merger of the Bank of Tokyo-Mitsubishi, Ltd. and UFJ Bank Ltd. The bank serves as the core retail, corporate, and investment banking arm of the Mitsubishi UFJ Financial Group. Its traditional client base is made up of Japanese corporates.

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in Sprint Planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and
- data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

- Responsible for setting up Filed Level Security (FLS) & Organization Wide Defaults (OWD).
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user Profiles and created permission sets where necessary.
- Developed and implemented custom Workflows and Process Builders whenever client **provided requirement**.
- Developed and worked on various complex actions like multiple immediate actions at the same time.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the **organization**.
- Customized Page layouts and Record types for Custom Objects depending upon user Profiles and created Permission sets wherever necessary.
- Worked and implemented various Approval requests when data met certain criteria as per **Business requirement**.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management

Project Details:1

Description:

- Cargill creates connections across the global food system to help the world thrive. We link farmers to markets, customers with sustainable nutrition solutions, and nourish the world. **Responsibilities:**
- Designed and developed various Weekly and Monthly reports showing detailed information that could be used to send information to diverse group of users, clients, and managers.
- Worked extensively with Advance analysis Actions, Calculations, Parameters, Maps, Trend Lines, Groups, hierarchies, sets to create detail level summary report and supported the Reports developed and given Production support.
- Created Bar Chart, Pie Chart, Geographical Map, Heat Map, Scatter Plot chart and Bubble chart for the frequencies per facilities per Assets for each client as per the end user requirement.
- Created very complex Dashboards using Tableau 8.0 and 7.0 using the drill down, drill across, actions for business steering committee

SKILLS

SFDC Technologies : Standard objects, Workflow & Approvals, Apex
Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards

Tools & Technologies: Force.com Data Loader, Force.com Platform (Sandbox and Production).



PERSONAL DETAILS

Date of Birth : 21-04-1996.

Languages known: English, Telugu.

Hobbies : Watching Movies, Listening to songs, Cricket.

Declaration:

I hereby certify that the above details are correct and complete to the best of my knowledge and belief.

(Tungala Veena Murali Krishna)