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***Mounika Reddy Tamatam***

Phone: +1(510)-766-5057

***Professional Summary:***

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I have around 4+ years of experience as Salesforce Administrator/BSA/QA. I have hands on experience in implementation and configuration of Apttus CLM & CPQ projects on Salesforce platform. As Salesforce Admin/BSA/QA with client day to day basis, presented demos, discussed/translated requirements, and lead UAT, acted as liaison between client and developer in order to get requirements done as expected, delivered action items on time.

***Professional Experience:***

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**Client: Cloudely Inc – [Dec 2017 – Till date] – CA**

**Project: APA**

**Role: Salesforce Administrator/ Business Systems Analyst**

* Worked as a **Salesforce Administrator/Business Systems Analyst** and having hands on experience in implementation and configuration of **Apttus CLM** and **CPQ** projects on Salesforce platform.
* Involve in gathering business requirements from sales/marketing team and **business analysts** and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of Salesforce.
* As **Business Systems Analyst** I have interacted with client day to day basis, presented sprint demos, discussed/translated requirements, and lead UAT, acted as liaison between client and developer in order to get requirements done as expected, delivered action items on time.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Opportunities, Quotes, and Quote Line Items.
* Configuration and Implementation of Quote/Proposal Templates using **Apttus X-author**.
* Configuring Advanced Approval rules to match the criteria and conditions.
* Configuring Products, Price lists, Bundles and Bundle Pricing, Attributes and Constraints Rules.
* Worked on process flows.
* Experience using **Apex Data Loader** to load data into Sales force.
* Worked on standard and custom objects on the **Salesforce.com** (SFDC) with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Worked in Production support, handling defects using **JIRA defect tracking system**, interacting with end users on daily basis.
* Created Workflow rules, Validation rules, and defined related tasks, email alerts, and field updates.
* Created business documents for Salesforce.com Custom objects.
* Created several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Experience with CRM Fusion and Demand tools.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.

**Environment:** Saleforce.com platform, **Apttus CLM & CPQ,** X-Author, JIRA, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls, Record types, Excel, Validation Rules, Workflows, Page layout.

**Client: A.O Smith Corporation – [March 2017 – Nov 2017] – Wisconsin**

**Role: Salesforce Administrator/ Business Systems Analyst**

* AO Smith is Wisconsin based company which is related to Commercial water heaters.
* Worked as a Salesforce Admin/BSA for this implementation and have setup
overall system for process flows includes all Salesforce configurations.
* Configuration of Templates using Apttus X-author.
* Worked with the technical team to plan the performance test and determine all the testing
requirements are met.
* Involved in analyzing and writing test plan in accordance with business requirements.
* Provide periodic testing report which include test cases that were executed, defect solved and responded to the project team members.
* Prepared all training documentation, Test Case Document as well as Solution Design Document.

**Environment:** Saleforce.com platform, **Apttus CLM & CPQ,** X-Author, JIRA, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls. Record types, Excel, Validation Rules, Workflows, Nimbus, Page layout.

**Client: Human Good – [April 2016 – July 2016] – CA**

**Role: Salesforce QA Intern**

* Human Good is California based senior living community.
* Implementation includes high level of record sharing, which was implemented properly as requested by client.
* Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
* Create detailed, comprehensive and well-structured test plans and test case.
* Estimated, prioritized, planned and coordinated testing activities.
* Design, developed and executed automation scripts using open source tools.
* Identified, recorded, documented thoroughly and tracked bugs.
* Performed thorough regression testing when bugs are resolved.
* Developed and applied testing processes for new and existing products to meet client needs.
* Liaised with internal teams (e.g. developers and product managers) to identify system requirements.
* Monitor debugging process results.
* Prepared training documentation and Test Case Document.

**Environment:** Saleforce.com platform, Microsoft Office**,** Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls, Record types, Excel, Validation Rules, Workflows, Page layout.

**Client: ICICI Bank Ltd – [April 2014 – May 2015] - INDIA**

**Role: Salesforce Administrator**

* I have worked as Salesforce Admin for this implementation and have setup overall system includes all Salesforce configurations.
* Customized the Invoice Receipt Layout and Invoice Payment Receipt Layout to be able to receive the information from Invoice and payments.
* Demonstrated ability to translate customer requirements into successful rollouts.
* Worked on Workflow rules and Validation Rules.
* Implemented Approval Processes.

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls, Record types, Excel, Validation Rules, Workflows, Page layout.

***Academic Qualifications:***

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 **Master’s in Electrical Engineering [2016]**

* Northwestern Polytechnic University, United States of America

**Bachelor’s in Electronics and Communication Engineering [2014]**

* Jawaharlal Nehru Technological University, Hyderabad, India

***Selected Achievements & Certifications:***

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* Salesforce Certified Administrator (201).

***Areas of Expertise:***

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| **Force.Com** | Salesforce Lightning, Lightning Components, Users & Profiles, Chatter, Data Loader, Custom Fields, Workflows, Security & Access, App Exchange, Approval Process, Email Notifications, |
|  | Email Templates, Dashboards, Reports, Page Layouts, Validation Rules, Out Bound Change sets, |
|  | Queues, Views, Apex & Visualforce Pages, Salesforce CPQ [ Products, Bundles, Pricing, Discounts, Quotes, Templates] |
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|  | Product Installation, X-Author, Agreement Rules, Agreement Protection, Templates, Clauses, |
| **Apttus CLM & CPQ** |  Agreement Document Output Formats, Query Templates, Merge Fields, Agreement Clauses, |
|  | Configuring Products & Pricing, Bundles & Bundle Pricing, Attributes & Constraint Rules, |
|  | Comply System Settings, Basic System Setup. |
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| **Tools** | Force.com, Visual Studio.Net, SharePoint, Eclipse. |
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| **Operating Systems** | Windows 10/8/7/Vista/XP, UNIX/LINUX. |
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| **Management Tools** | MS Project, MS Office, MS Outlook, MS SharePoint. |
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***Authorized to work anywhere in US, relocation available***