**Anusha Davuluri**

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**SUMMARY**

Over 5+ years of IT experience, as a Salesforce CRM Administrator/Business Analysts and Salesforce CPQ Admin for various domains.

* Experience in Sales Cloud, Service Cloud, APP-Exchange, and Salesforce CPQ.
* Experienced in Configuration, Implementation and Support of Salesforce CRM and salesforce automation tools.
* Proficient with Salesforce data model and customizing Fields, Formula fields, Rollup Summary Fields, creating Custom Objects and Custom Tabs, Record Types, Relationships. (Lookup, Master-detail & Junction objects)
* Skilled in customizing standard objects, custom objects, master-detail relationships between objects to better suit the client's business needs.
* Experienced in Salesforce Testing and Administration spanning all facets of package software and SaaS application implementation.
* Created page layouts, search layouts, custom links, related lists and other components on a record detail and edit pages.
* Expert in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Experienced in Salesforce CPQ application and Quote-To-Cash concepts.
* Experienced in data migration from ACT, Excel, MS outlook and Legacy Systems using tools like Data Loader, Import Wizard, Informatica Data Loader and Cast Iron.
* Knowledge in Salesforce CPQ, Salesforce.com SFA (workflow, approval, process builder & lightning flow), Force.com Apex ( in writing apex classes, triggers, visualforce pages & lightning components), Force.com API, salesforce query languages (SOQL & SOSL).
* Implemented and delivered projects under Agile and Waterfall methodologies.
* Excellent Client management skills, presentation skills, operational metrics, time management, analytical, great communication and interpersonal skills.

**CERTIFICATIONS**

Salesforce Certified Administrator

Salesforce Certified CPQ Specialist

**TECHNICAL SKILLS**

**Salesforce Technologies:** Force.com platform (Sandbox & Production), Salesforce Lightning, Salesforce CPQ, Quote-To-Cash, AppExchange, Apex Language, SOQL, SOSL, Visualforce Page, Outbound Messages, Field updates, Report, Profiles, Permission Sets, Page Layouts, Dashboards, Business Process, Salesforce Automation Tools, Data Loaders, Data Management, Validation Rules, Custom Objects, Custom Settings, Custom Tabs, Email Services, Role Hierarchy, Security Controls.

**Development Tools:** Eclipse IDE, Apex Data Loader, Workbench

**IDE, HTML Editor:** Eclipse IDE, Notepad++, Adobe Dreamweaver

**Programming Languages:** APEX, SQL, PL/SQL

**Microsoft Tools:** Excel, Visio, Word, PowerPoint

**Database:** Oracle, MySQL, SQL Server

**Operating Systems:** Windows/XP/Vista/7/8/10, Windows 2000/2003/2008

**Methodology:** Agile and Waterfall

**EDUCATION**

**M.S.**  in Information Systems Technologies, Wilmington University, Delaware, USA.

**WORK EXPERIENCE**

**Salesforce Administrator/ Salesforce CPQ Admin | Zebra Technologies - Lincolnshire, IL**

**May-2018 To Present**

* Experienced in designing Custom Objects, Custom Tabs, Custom Fields, Role based Page Layouts, Identity verification tools, monitoring login access and security, designing Visual Force pages, Dashboards, and various other components.
* Created Profiles and Roles based on organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings for internal users.
* Created various Reports and Report Folders to support managers for better use of salesforce as a tool and to give complete detail view of data besides assigning each customized reports to different user profiles based on the needs of the organization.
* Worked on various salesforce automation tools like Workflows, Approval Process, Process Builders and Flow to automate certain repetitive business processes.
* Used import tools such as Apex Data loader and Data Import Wizard for inserting, update, bulk import, or export of the data.
* Implemented security and sharing rules through object-level security, field-level security, and record-level security in the organization.
* Configured standard salesforce objects and custom objects through validation rules and formula fields as per business needs.
* Worked on salesforce CPQ application and strong knowledge in product types, product options, quote, product selection, features, option constraints, guided selling in salesforce CPQ.
* Generic quote template with multi-language support.
* Worked on complex pricing rule and product rules in CPQ product configuration.
* Created twin fields, discount schedule, product rules, price rules, price dimensions, subscription concept, configuration package setting, summary variables based on business requirements.
* Worked on amendment methods of contracts and assets in salesforce CPQ application.
* Worked on data migration from databases to SFDC using data loader.
* Experienced in CPQ tool using Salesforce and enhance the Quote-to-Cash process.
* Planned and conducted requirements meetings with the business to collect functional and non-functional requirements relating to client's salesforce technology enhancement initiatives.
* Provided ongoing SFDC maintenance and administrative tasks.
* Participated in the training sessions provided by the salesforce teams and support end users.

**Salesforce Administrator | Kellogg’s - Oak Brook, IL**

**Aug-2017 To Apr-2018**

* Worked as enhancement team member and performed the role of SFDC administrator and analyst in the organization.
* Closely worked with the salesforce consultants while implementing business solutions for organization.
* Designed and developed business documents for salesforce.com custom objects, custom tabs, picklists, dependent picklists, validation rules, and triggers.
* Created workflow rules and defined related tasks, outbound messages, email alerts, and field updates to implement business logic.
* Responsible for setting up login restrictions and resetting the user passwords.
* Implemented public access settings for sites restricted login hours and restricted login IP ranges on the Profiles.
* Gathered requirements for all automation workflows as per the business requirements and translated into salesforce business terms.
* Designed and developed Apex Classes, Controller Classes Extensions and Apex Triggers for various functional needs in the application.
* Used SOQL and SOSL with consideration to governor limits for data manipulation needs of the application using platform database objects.
* Conducted GAP analysis based on the business requirements gathered through meetings with both internal and external users then filled the gaps by working with Development Team.
* Customized Reports and Dashboards for business use and added lightning components to lightning pages and record pages.
* Skilled in configuration of roles, profiles, user accounts, role hierarchies, sharing rules and record level permissions in SFDC to provide shared access among different users.
* Defined lookup and master detail relationships on the objects and created junction objects to establish connectivity among objects.
* Designed and deployed custom tabs, validation rules, and auto-response rules for automating business logic.
* Used Data loader for all data adding, updating, and deleting, exporting data.

**Salesforce Administrator | Nike - Beaverton, OR**

**Mar-2016 To Jul-2017**

* Worked closely with sales team and business analysts to analyze business and technical aspects of the business requirements and developed process flow diagrams for business processes and validated them with SMEs.
* Designed, developed, and deployed the custom objects, custom tabs, Lightning components, Visual Force pages, Apex Classes to meet the needs of the application.
* Used Sandbox for testing and deployed it to Production.
* Used salesforce import and export data tools.
* Worked with test managers to define test case.
* Worked efficiently with salesforce automation tools like Workflow, Approval Process, Process Builder and Flow.
* Used salesforce automation for Sales Lead Management, Opportunity Management, Data Quality Management, and Account and Contact Management.
* Involved in data migration, integration, and preparation of Mapping Document before data migration using Data Loader.
* Customized page layouts, related lists and other changes on the detail and edit pages of salesforce standard and custom objects.
* Created various custom reports for standard objects as well as custom objects to give complete detail overview of customer data for the upper-level management.
* Maintained project plans, task, defect and issues lists, lead meetings to discuss all aspects of the project’s execution, developed test scripts, executed UAT, participated in the QA process, and developed training materials and system documentation.

**Salesforce Administrator/ Business Analyst |Worldpay (Formerly Vantiv) - Cincinnati, OH**

**Jun-2015 To Feb-2016**

* Interacted with various business team members to gather and document the business requirements then implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created page layouts, search layouts to organize fields, custom links, related lists and remote site settings.
* Implemented salesforce.com application using Agile methodology.
* Developed business documents for custom objects.
* Worked with various standard objects like Account, Contacts, Leads, Opportunities, Reports, Dashboards and Custom Objects.
* Used SOQL & SOSL considering the Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Used Data Loader for insert, update, and bulk import or export of data from the Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Experienced with Force.com IDE and Eclipse for deploying data between organizations.
* Created Master-Detail relationship to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Implemented Triggers for various events in the process of automating the sales process using Process Builder, Workflow and Approval process.
* Collaborated with the IT Architects, Delivery Team, and Competency Center to ensure that business processes are aligned with enterprise architecture and application standards.
* Experience in daily customer service through telephone and email communication. Provided basic, premier, and administrative level support for users of the Salesforce application.
* Conducted administrative duties which include working with System Administrators and end-users to gather their business requirements and developing customized solutions to meet their needs.

**Salesforce Administrator| Confidential – Willington, DE**

**Oct-2014 To May-2015**

* Performed both salesforce admin and business analyst tasks in the organization.
* Worked with all levels of stakeholders in the organization while customizing UI, objects, fields, custom tabs, business logics and implementing approved business solutions to achieve end-user requirements on salesforce platform.
* Evaluated newly released Salesforce features and functionalities to provide recommendations for process.
* Worked on Dashboards and Dashboard components and implemented multiple levels of dashboards and scheduled dashboard refresh.
* Involved in designing, developing and deploying stages of every salesforce fundamentals and documented for business users.
* Established and implemented best procedures for system maintenance and optimization, configuration development, testing, data integrity, backups etc.
* Regularly monitored Setup Audit Trail to gather information about client usage.
* Created and used different HTML Email templates.
* Used Tabular, Summary and Matrix reports to create standard reports and custom reports.
* Worked on data management and data loading using data loader and import wizard.
* Provided support for resolving cases using case assignment rules and auto response rules.
* Created test scenarios on Sandbox environment & migrated code to deployment on successful testing.
* Performed Integration Testing by adding all modules together for the web-based application.
* Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages.
* Fixed defects as per the requirements during the QA phase, support QA testing, troubleshoot defects and identified the source of defect.
* Defined many validation rules to validate the data in the application.

**Visa Status**

Green Card

**References**

Available upon request