**Nivedita Kakarla**

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#  EXPERIENCE SUMMARY

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|  | * **Overall 7.8 years of experience in IT (Product) and Telecom Domain**, performing several roles as **Functional designer, analyst, End to end system tester and developer in sales process and order management system** across telecom giants Mega**-path**, **Vodafone, Yashat, A1 digital, Colt.**
* **Leading the Business application process at Nice.**
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|  | * **5+ years of** strong experience in **CPQ (configure, price, quote) /Oracle big machines** implementation and its **integration with Sales force CRM, oracle CRM.**
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|  | * Functional expertise in **Telecom OSS- service fulfillment- Sales quotation process (both fixed line and mobile layouts), Order management and CRM system in retail mobile customer system**.
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|  | * Adroit in **Functional Analysis,** **System testing, Regression testing, Usability for Web based Applications**.
* Expert in Aligning with business targets, provide end2end view & business insights to become a trusted advisor to the business stakeholders at every project.
* Proactively raising the initiatives that improve business process.
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|  | * **Deft in defect tracking**, verifying & validating user requirement based on Software requisites.
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|  | * Expertise in **Software Testing Life Cycle & entailing requirement** analysis, Release planning,
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|  | * Descent use of **SDLC Concept**, Testing techniques & testing types.
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|  | * Key involvement in **workshops with business sponsors to gather requirements** and preparing Techno functional **design document** for development team.
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|  | * **E2E coordination** between key players for complex project deliveries- Business sponsors, business analysts, system testers from various applications.
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|  | * Expertise in **Technical and Functional** domain knowledge.
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|  | * Technical expertise in **Oracle big machines implementation**, **web services, XML.**
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|  | * Strong knowledge on service fulfillment- Sales force CRM, sales quote process, order lifecycle management and billing system.
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|  | * Hands-on both **agile and waterfall methodologies**.
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|  | * Excellent interpretation of Business Requirements to Technical Requirements, skilled at progressing from Business Problems to Solution to well-documented design.
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|  | * Strong interpersonal and **communication skills**.
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# EDUCATION

 Bachelor of Technology (Electronics and Communication) from Bellary Institute of Technology and Management of engineering, 2011

# TECHNICAL SKILLS

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| **SKILLS**  | **TOOLS**  | **Experience** |
| Defect Management | HP Quality Center, SFDC, ALM. | 3 |
| Business Requirement Management | JIRA, ALM | 3 |
| Modeling Tool | SFDC | 4 |
| Technology | CPQ, Internal developed tools used in Vodafone and A1 digital | 3 |
| Methodologies | Agile and Waterfall | 4 |

# WORK HISTORY

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| **Duration**  | **Organization**  | **Role**  |
| Aug 2018-tilldate | Nice interactive solutions Pvt Ltd | Tech Lead Business Application Analyst |
| Mar 2014-Aug 2018  | Tech Mahindra Ltd.  | Software Engineer  |
| Aug 2011- Sep 2013  | Optime Info Service Pvt. Ltd  | Associate CRM Consultant  |

# CERTIFICATIONS / TRAINING PROGRAMS ATTENEDED

 **Cloud Certification** Level 1

 Digital enterprise solution certification.

# WORK EXPERIENCE

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| Nice Proposal Designer*(Sep2018-current,* ***NPD Projects****)*  Nice Interactive solutions is an analytical and product-based company which has chosen oracle tool known as Big machine (NPD tool) as a quoting tool in order to sell the products. This tool is integrated to Sales force CRM to generate Leads the Quoting process is done in NPD and then the order process is carried out by Various oracle applications.Responsibilities **(Tech Lead Business Application Analyst)**  * + Providing necessary support and coverage to the business while ensuring SLA is met .
	+ Solving the Flag recurring issues and suggest corrective actions in the projects
	+ Should take full end to end ownership of PBI task assigned.
	+ Provide quality solutions satisfying business need for project (Development, Design, Testing etc.).
	+ Deliver the project within agreed scope and time frame.
	+ Clear and transparent communication about PBI with BA Manager, GTC Manager and T3 Analyst.
	+ Provide necessary support for release task assigned.
	+ Aligning with business targets, provide end2end view & business insights to become a trusted advisor to the business stakeholders
	+ Expanding business and technical abilities: understand business need ,qualify the need and translate into functional and technical design and implement with high quality

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| Configure Price Quote*(Sep2017- August2018,* ***COLT****)*  **Project Description :** **CPQ (Configure Price Quote)** It is an intuitive quoting capability for all products, all markets, all channels, embedded into one sales force in Colt. Helps sales teams in flexible product creation, flexible discounting, guided selling and clear governance. Provides simple and better sales engagement, inline help and guided user journeys  Responsibilities **(Functional Tester)**  * **End to End Requirement gathering**
* **Web Services testing**
* **Uses Cases preparation**
* **Test Execution and Defect Management**
* **Active involvement in user acceptance testing, regression testing and end to end testing to ensure zero defect delivery.**
* **Experience in CPQ integrations with Order Management (My Orders), feasibility system**

**(Connectivity checker), Proposal Document(Docusign) Billing Systems.** * **Understand BML and its usage in creating configuration/commerce rules and library functions.**

**End to End coordination among technical and business teams to test CPQ implementations.** * **Implementation includes Account Management, Contact Management, Order Management, Quote Management, Knowledge Base, Communities.**   **Performing Regression and Sanity testing.**

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| Configure Price Quote(Feb’2017- Sep2017, **Yashat**) **Project Description :** **CPQ (Configure Price Quote)** Yashat decided to implement Siebel sales cloud and communities for the business and customers to manage their accounts, contacts, quotes, opportunity and orders  Responsibilities **(solution Designer)**  * Key stake holder in **requirement gathering workshops**.
* Strong hands-on experience in **Configuration, Commerce, Document Engine and Interface Designs**.
* Experience **in Site Feasibility/Connectivity Check Interface(MOZART) designs** for fixed line products like IPVPN, MPLS, IP-PBX
* Worked on extensive designs to provide adhoc capabilities to business users like bulk Products modeling , Pricing, Bundle configurations and selling across multiple sites.
* Active involvement in user acceptance testing, regression testing and end to end testing to ensure zero defect delivery.
* Experience in **CPQ integrations** with service cloud, CSS.
* Understand BML and its usage in creating configuration/commerce rules and library functions.
* **End to End coordination** among technical and functional teams, business functions to drive CPQ implementations. .
* Interacting with Business owner on daily calls and suggesting areas of improvements in sales and service clouds.
* Testing the new functionalities in sandbox and suggest changes to developers.

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| Configure Price Quote*(Mar’2015- Jan 2017,* ***Vodafone****)*  **Project Description :** **CPQ (Configure Price Quote)** Vodafone decided to implement Salesforce sales cloud and communities for the business and customers to manage their accounts, contacts, quotes, opportunity and orders  Responsibilities **(Functional Tester)** * End to End Testing
* Web Services testing
* Test Case/Script preparation
* Test Execution and Defect Management
* Implementation includes Account Management, Contact Management, Order Management, Quote Management, Knowledge Base, Communities.
* Interacting with Business owner on daily calls and suggesting areas of improvements in sales and service clouds.
* Testing the new functionalities in sandbox and suggest changes to developers.

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| Configure Price Quote(July 2014- Mar’2015 **Megapath)** **Project Description :** **CPQ (Configure Price Quote)** Megapath decided to implement Sales force sales cloud and communities for the business and customers to manage their accounts, contacts, quotes, opportunity and orders  Responsibilities **(Developer )**   * **Understanding client requirements** and involvement in **impact analysis and Developed as per the design provided**.
* **Based on customer** creating a **high level and low level design** along with coding, testing and implementation using configuration Rules in CPQ
* Worked on The Big Machine Data base, User profiles , Product model etc.
* Prepared End to End design document which includes all the systems that is integrated to CPQ for Megapath project.

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