






# NAGA MALLIKA B

## SALESFORCE CONSULTANT

### CONTACT:

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### CERTIFICATIONS:

 Salesforce Platform Developer 1  
 Copado Administrator  
 Copado Developer  
 Copado Consultant

### EDUCATION:

#### SRI KRISHNADEVARAYA UNIVERSITY

 B.Sc. in Computer Science

#### ALISON

 Diploma in Project Management

### SKILLS:

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| <ul style="list-style-type: none"><li>• Communication</li><li>• Writing</li><li>• Teamwork / Collaboration</li><li>• Presentation Skills</li><li>• Problem Solving</li></ul> | <ul style="list-style-type: none"><li>• Salesforce Platform</li><li>• Sales</li><li>• Project Management</li><li>• Business Development</li><li>• Customer Service</li></ul> |
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### OBJECTIVE:

Reliable and diligent Salesforce consultant with five years of experience in designing, testing, deploying, and troubleshooting custom objects on the force.com platform. Looking forward to joining the fast-paced environment to further develop my career.

### SKILL SUMMARY:

- **Application Customization** - Initiated both declarative and programmatic features for our internal app to reduce the manual process. I proactively created custom objects and created chatter groups to make our sales team more efficient.
- **Process Automation** - Evaluated the process and recommended the automation. Helped automate more than 20 processes to date and effectively reduced the time consumption.
- **Lightning Experience** - Customized record details with page layouts and created custom buttons and links and assigned the custom layouts by highlighting the record details.
- **Integration** - Have working experience in integrating the third-party applications in Salesforce. In my work experience have integrated the Gmail, Outlook, Facebook, Twitter and DocuSign Applications and created the custom objects as per business requirements to save the time and manual processes of the organization.
- **Apex** - Development Process, Classes, Objects, Interfaces, DML, SOQL and SOSL Queries, Triggers, Exposing Apex Classes as REST Web Services, Lightning for REST API

- **Lightning Web Components** – Creating Apps using Lightning App Builder and developing custom components for Apps
- **CPQ** – Creating Custom Data Sets, Finance Books, General ledgers, Billing Rules, Revenue Recognition, Invoices, Credit Notes, Tax rules, Custom reports
- **BAM** - Paying it forward. Enabling Salesforce admins and users using BAM methodology. Giving back my experiences with Salesforce to new learners through social media and through my blog.

## PROFESSIONAL EXPERIENCE:

### Salesforce Developer / Consultant

Hyderabad, India

Freelancer, June'18 - Till Date

- Responsible for the setup, configuration, and maintenance Salesforce application
- Responsible for introducing improvement implementations to the existing system
- Customize application, including page layouts, fields, tabs, and business processes
- Create a secure Salesforce environment
- Maintain and import clean data
- Create high-value reports and dashboards
- Setup workflow automation
- Maintained multiple user roles, security, profiles, permission sets, workflows, etc.
- Provided training and troubleshooting services to users.
- Generated status reports and project status reports for management.
- Prepared problem summaries and maintained system security.
- Participated in integration of systems within various platforms.
- Installed security settings and executed data standards.
- Conducted automated data entries and release evaluations.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards Intensely worked with Apex, S-Controls, Triggers, API integration.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Used SOQL, SOSL to select the data from the Salesforce.com platform database.

### Salesforce Administrator / Consultant

Hyderabad, India

Softtech Labs, March '16 – May '18

- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
- Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Worked closely with Sales Team business analysts and performed a detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) Developed SOAP-based Web Services for External Systems to communicate with Salesforce.
- Developed Various Web Services classes (Soap and Rest based) to communicate with external web services.
- Responsible for the creation of users, roles, profiles, and defined object and field-level security.
- Developed custom S-Controls with JavaScript and Apex Web services and various Custom Objects, Tabs, Entity-Relationship data model, validation rules and Components.
- Used Data Loader for data management in force.com platform and Eclipse for a development environment.

- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects and it to read, extract, and load data from comma-separated values files.

**Subject Matter Expert**

Hyderabad, India

Amazon, Oct'13 – Jan'16

- Identify agent strengths and opportunities and report findings up to supervisors
- Respond to internal inquiries for coaching assistance via the subject matter expert queue, office communicator, and email
- Coach agents on how to navigate through systems to find information needed for calls
- As a Subject Matter Expert, I helped train new employees and assist other CSRs with problems they encountered while interacting with members over the phone; addressed escalated customer questions and concerns
- Monitored call center agent's calls to ensure that were following the guidelines they learned in training & receiving a score of 100% on their surveys taken by the customer about their experience with the company; managed Quality Assurance for an entire campaign
- Provided one on one coaching to CSRs in order to improve the agent's ability to do their job more effectively & improve the customer experience; helped achieve our goal of providing a perfect experience and a "One Call Resolution" to any of the customer's inquiries or complaints
- Awarded as Best SME multiple times

**TECHNICAL SKILLS:**

**SFDC Technologies:** Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE, Import Wizard, Relationships, Validations Rules, Profiles, Roles and Security

**Languages:** HTML, APEX, JavaScript

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

**Operating systems:** Windows 98/NT/XP/Vista/7/8/10, Linux.

**Other Skills:** Adobe Photoshop, Content Writing, Concept writing and Branding.