#  Sravanthi Thumukuntla

#  SFDC BSA/Administrator

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***EXPERIENCE SUMMARY***

* 12+ years of solid experience in IT that includes Around 7+ years’ experience in Salesforce.com Administration and Functional Business Analysis and 5 years of experience with Business Objects Reporting Tool.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, force.com, Call center, Chatter & App-exchange applications
* Experience in Data Migration using ETL tools like Data Loader Dataloader.io.
* Experience working with Deployment Tools like Force.com IDE, Change Sets, and salesforce.com Sandbox environments.
* Excellent facilitation skills and adept at managing the interaction between end-users, stakeholders, developers and testers during the different phases of SDLC.
* Experienced in building Custom Applications that includes Administration, Configuration, and implementing and support experience with Salesforce.com Applications.
* Good knowledge in Development Life Cycle and Testing Life Cycle.
* Expert level knowledge in Salesforce.com Configuration, Implementation and Administration.
* Experience in Administration of Sales Force CRM (SaaS), adjustment to follow business requirements, Creating reports and dashboards.
* Experience in Reports, Dashboards and Analytical Snapshots.
* Excellent in administrative tasks like creating profiles, roles, users, page layouts, email services, Approvals, Activities.
* Good understanding of Cloud computing and related technologies like XML web services, HTML for supporting applications
* Extensive experience of using declarative features like validation rules, field dependencies, workflows, dynamic approval process for satisfying complex business process automations.
* Expertise in problem solving and bug tracking reports using tools like Quality Center and Clear Quest.
* Ability to coordinate multiple projects and meet deadlines under pressure in different environments like Agile/Scrum, Waterfall model.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Hands on experience in SQL Query design and Optimization, database design, tuning and trouble shooting.
* Good working Exposure with Configuration management tools like VSS, CVS and Clear Case.
* Around 4 years of systematic and vast experience in Business Objects XI 4.0/3.1/3.0/6.X/5.X with experience in CMC, CCM, Infoview, Desktop Intelligence, Designer.
* Experience in using Microsoft Excel features pivot tables, VLOOKUP, formulas, and filters for data integrity analysis.

**Technical Skills/Tools**

**Salesforce.com Modules Sales Cloud:** Sales force automation including Leads, Web to lead, Accounts, Contacts, Opportunities, Contract, and Partner Portal.

**Service Cloud:** Cases, Solutions, Ideas, Customer Portal, Customer Self Service portal, web to case, email to case.

**Business Modeling Tools:** UML CASE Tools, MS Visio, MS- Project.

**Design/Development methodologies:** RUP, Agile-Scrum, Waterfall.

**BI Tools:** Business Objects 6.5.1/6.0/5.1.x/4.0 (Supervisor, Designer, BO XI R2/R3 (CMS, CMC, Designer, Deski, Web Intelligence.

**Languages:** SQL, PL/SQL

**Others:** TOAD 7.6, Microsoft Office Tools 2003/2007/2010

**Education**

Master’s degree from SUNY, New Paltz, NY in Electrical and Computer Engineering – 2007

**Certifications**

**201 - Salesforce.com Certified Administrator (Certification Number - 2053554)**

***PROFESSIONAL EXPERIENCE***

**Client: Intuitive Surgical, Sunnyvale, CA Apr 2022 – Present**

**Project: Telepresence/Intuitive Learning Projects**

**Role: Salesforce Admin/Business System Analyst**

Worked as a contractor on Telepresence and Intuitive Learning projects as a Salesforce BSA.

**Responsibilities**

* Worked with COE team on Telepresence Projects.
* Worked with PND team on Intuitive Learning IL8.0 and IL9.0 projects.
* Work with stakeholders to gather business requirements.
* Draft requirements and acceptance criteria in JIRA stories.
* Groom JIRA stories with IT team.
* Participate in design and build sessions with IT team.
* Perform IT testing and work with stakeholders to complete UAT testing.
* Worked with cross functional teams SFDC/SAP Cloud Platform Integration (CPI) and Intuitive Learning on integration issues
* Work on SFDC config tasks.
* Migrate SFDC changes to Production.

***Environment: Saleforce.com platform, Okta, JIRA, Salesforce Inspector, Workbench, Dataloader, Salesforce CPQ,Salesforce Lightning.***

**Client: Workday, Pleasanton, CA Nov 2018 – Apr 2022**

**Project: Zimit/Service Ops SFDC projects**

**Role: Salesforce Business Analyst**

Working for the client as a Salesforce business analyst in Service Ops team on SFDC projects/Zimit/Cases.

**Responsibilities**

* Provided support to SFDC service care case queue that deal with SFDC user access, enhancement request, projects, production bugs.
* Worked on Sales Club Qualification & Workday Success Plans phase 1 projects.
* Working with SFDC business technology team on small/medium salesforce enhancements.
* Work with business stakeholders to gather project requirements and document them.
* Perform UAT testing, coordinate UAT testing with business stakeholders for all enhancements/projects.
* Working on Zimit CPQ project.
* Developing “Adaptive Planning” survey for Planning quotes in zimit.
* Working with SFDC application support team on SFDC tasks/production bugs.

***Environment:*** Saleforce.com platform, Okta, Atlassian, Salesforce Inspector, Workbench, Dataloader, Zimit.

**Client: Silver Peak Systems, Santa Clara, CA Aug 2018 – Sep 2018**

**Project: Salesforce CPQ/Salesforce Integrations**

**Role: SFDC Administrator**

Started working for this client as a Salesforce Admin. Currently I’m working on Salesforce Page Layouts Cleanup & CPQ Project along with Outreach integration with Salesforce for Sales Engagement.

**Responsibilities**

* Conducted meetings with Outreach support user to integrate Salesforce with Outreach.
* Configured Outreach setup options in Outreach to sync Leads from Salesforce to Outreach.
* Configured Outreach options to sync Lead Sales Disposition from Outreach to Salesforce.
* Data loaded Leads from Salesforce to Outreach.
* Conducted meetings with Sales Operations/Finance/Operations business stakeholders to discuss business requirements for CPQ Page Layouts.
* Created profile specific permission sets to assign CPQ access for profiles.
* Created multiple profile specific page layouts on Account/Contact/Opportunities/CPQ objects.
* Working on Sales Operations tickets which include fixing data issues/sfdc admin configurations
* Setup Cloudingo to manage Lead/Account/Contact Dedupe’s.

***Environment:*** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, data loading, Eclipse IDE Plug-in, Windows XP, Microsoft Access, Okta, Salesforce Inspector, Workbench, Dataloader, Salesforce CPQ, 3rd Party App Exchange Packages, Cloudingo.

**Client: App Dynamics, San Francisco, CA June 2017 – Aug 2018**

**Project: POV/Partner Deal Registration**

**Role: SFDC Administrator/Business System Analyst**

Worked with the client in Business Information Services team to handle multiple projects as SFDC Admin & Business System Analyst

**Responsibilities**

* Worked on Deal Registration Lead Creation phase 2 project to replace existing Deal Registration process.
* Created custom new fields, workflow rules, Email Templates, and Email Alerts for Deal Registration project.
* Uninstalled Big Machines Express tool from salesforce sandbox and production org.
* Worked on revamping the Account/Opportunity sharing rules based on Geography and Region.
* Was actively involved in deploying projects from sandbox to production environment.
* Worked on deprecating unused Opportunity Fields by using Field Trip.
* Worked on deprecating Accounts/Opportunities unused Record Types & Page Layouts by detailed analysis.
* Working on sprint tickets that involve salesforce config changes.
* Worked on BIQ Engagement Project in creating new object’s/fields/page layouts/FLS/permission sets/relationships between custom objects.
* Working on updating few standard objects historical data using Data loader.
* Worked on third party AppExchange packages Ex; SteelBrick CPQ.
* Installed and configured SteelBrick CPQ with Saleforce for client App Dynamics to manage Quote’s/Quote Lines/Product/Opportunity Product/Price Book.
* Dataloaded various custom objects of SteelBrick CPQ Ex: Inserted Appd Products to Products object.
* Updated existing Price Rules by consolidating multiple Price Rules to one per currency type Ex: USD/GBP/International/AUS/ASIA.
* Used third party App Exchange’s Salesforce Inspector for data analysis and exporting/importing data.
* Installed and configured third party App Exchange Engagio on Accounts and Opportunities for Account Based Marketing to create and measure engagement.
* Added Engagio components Heat Map/Activities/Highlights/Trend to Accounts/Opportunities lightning view.
* Installed and configured Discover.Org and LinkedIn Third Party App Exchange packages and added Discover and LinkedIn components to Accounts/Contacts in Lightning View.
* Working with Sales BA in cleaning up Accounts/Contact/Opportunities page layouts/fields project.
* Worked on config changes related to Activities/Tasks/Events objects.
* Worked on UAT testing with business stakeholders to test config components.
* Created Test Cases and test steps for all salesforce config tickets.
* Worked on post deployment steps for all the salesforce config tickets as needed.
* Worked on various dataloading tasks to create new/Update historical data on User/Opportunity/Account objects using Dataloader & Dataloader.IO
* Have extensive hands on experience on dataloader.
* Extensive hands on exp using Excel Vlookup functionality for UAT data integrity analysis/data loader tasks.

***Environment:*** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, data loading, Eclipse IDE Plug-in, Windows XP, Microsoft Access, Okta, Atlassian, Salesforce Inspector, Workbench, Dataloader, Salesforce CPQ, 3rd Party App Exchange Packages.

**Client: Box.com, Redwood City, CA Mar 2017 – May 2017**

**Project: RTB tickets for Marketing/Projects**

**Role: SFDC Administrator/Business System Analyst**

Worked on Run the business tickets for Marketing team to help clean their pending backlog tickets and on Conversica project as an Admin & Business System Analyst.

**Responsibilities**

* Handling both L1 and L2 support tickets which include Admin configurations and development (for L2 tickets I work with Salesforce Developer).
* As a BSA, I work closely with Business Users to gather the requirements and QA the requirement’s once ticket (Bug/New Change Request/Enhancements) is addressed.
* Work with business users to UAT. Work with release management team to deploy the tickets to production.

***Environment:*** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, data loading, Eclipse IDE Plug-in, Windows XP, Microsoft Access.

**Client: Sungevity, Oakland, CA Nov 2015 – Mar 2017**

**Project: Sales (Alchemist Team)**

**Role: SFDC Administrator**

**Responsibilities**

* Worked as an Admin in Alchemist team**.**
* Created and maintained users, profiles and roles.
* Created **Permission Sets** as per new requirements.
* Worked on **Salesforce** & **Third Party Licenses**.
* Worked closely with **Partner Account Managers** in launching new partners.
* Working on **monthly & quarterly recurring tasks** (Report Stats/Currency Updates/License Management/Salesforce Vs HR Off boarded List) for Salesforce VP at Sungevity.
* Working on various **salesforce admin** related **JIRA stories** that include creating **validation rules**/**Work flow rules/creating new fields** for standard and custom objects.
* Worked on **iQuote Manager** Project which is transition to sales 3.0 project.
* Worked on **iQuote Manager** config tasks using salesforce dataloader/dataloader.io
* Currently working on **Drawloop** & **DocuSign** to create various DDP’s.
* Created custom settings for **Drawloop** stories.
* Handling **QA activities** for on demand salesforce admin stories.
* Actively involved in **monthly major release**.
* Worked on **Git Extensions** and **WinMerge** to commit stories to various Git branches.
* Worked on creating 2 **drawloop documents**.
* Dataloaded **IQM manager config** items for various partners using dataloader.io.
* Worked with Marketo support person to migrate all salesforce Workflow Email Templates to Marketo.
* Worked on making sure Sungevity security breach does not happen by working on recurring Salesforce Vs HR Off board list.

***Environment:*** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, data loading, Eclipse IDE Plug-in, Windows XP, Microsoft Access. Git Extensions, WinMerge, Jenkins.

**Client: Sunrun, San Francisco, CA Jan 2015 – Nov 2015**

**Project: Pre-Sales/Salesforce Integration**

**Role: SFDC Analyst/Administrator**

**Responsibilities:**

* Worked as primary Admin/BA in Pre-Sales team.
* Created and maintained **users, profiles and roles**.
* Setup multiple Partner Accounts and Partner Users.
* Provided SPOC access to multiple Partner Account Users.
* Working with Marketing & Operations business stakeholders to gather requirements and convert the requirements in to design specifications.
* Working on **Salesforce Integration** Ambassador project for Referrals program.
* Worked closed with Marketo team in integrating with Salesforce and handled config tasks related to Ambassador for the referral contacts coming from Marketo embedded forms.
* Primary Administrator on integration project and closely working with marketing team to UAT **Ambassador Referrals**.
* Working on Salesforce Integration project with Costco & HomeDepot.
* Created multiple **Web To Lead Forms** for various Sunrun Vendors.
* Working on multiple Admin related JIRA stories.
* Carrying UAT activities on Core Logic to implement Google API
* Have very good hands on experience on **Dataloader**.
* Used dataloader to scrub historical data for multiple implementations.

***Environment:*** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Marketo, Ambassador (third party app), Eclipse IDE Plug-in, Informatica on Demand, Windows XP, Microsoft Access.

**Wells Fargo, San Francisco, CA July 2013 – Aug 2014**

***Business Intelligence Analyst***

I worked as a Business Intelligence Analyst on Business Objects Retirement/BI upgrade from BI 3.1 to 4.0/People Soft Upgrade/Reverse Engineering of Legacy DW jobs/Business Objects Decommissioning Phase II projects in HR SYSTEMS-DW team.

**Responsibilities:**

* Effectively working as a Business Objects report developer.
* Added new time tracker objects in HR Time Tracker Universe.
* Involved in extensive UAT testing for time tracker project.
* Effectively involved in doing map and gap analysis on business objects universe and work force analytics subject areas.
* Provided immediate business object reporting solutions and second level production Help Desk support on standard reports and other reporting based queries.
* Work closely with helpdesk team to assist immediate Business Objects issues.
* Currently working on Business Objects Retirement project to help assist map and gap analysis between Business Objects and work force analytics OBIEE environment.
* Decommissioned (disabled) multiple universes as part of Business Objects Retirement project.
* Involved is testing activities of BO upgrade project from BI 3.1 to 4.0.
* Created Test Plans & Test Steps for various projects.
* Provide assistance for business users on Business Objects related issues.
* Created Change Requests for migrating new/fixes items from UAT to production.
* Effectively helped team to create Change Requests for various projects.

***Environment:* SAP Business Objects XIR2 /XIR3/4.0, Desktop Intelligence, Web Intelligence, Universe Designer, OBIEE 11g, Oracle People Soft Enterprise, Oracle 10g/9i, HP Quality Center, Windows Vista and MS Office 2003/2007,PAC 2000.**

**CITI GROUP, Tampa, FL Aug’ 2011 – July 2013**

***Financial Analyst/Business Intelligence Reporter***

Citigroup Inc. or Citi is an American [multinational](http://en.wikipedia.org/wiki/Multinational_corporation) [financial services](http://en.wikipedia.org/wiki/Financial_services) corporation. The Main Purpose of this project is to establish a Business Intelligence utility within CSS Financial Reporting Operations (FRO) that would provide world-class business solutions aligned to the Best In Class strategy. The Best-in-Class (BIC) initiative has been enhanced to establish a single end-to-end Record-to-Report (R2R) process that is built around the principle of one of the finance for One Citi. R2R process begins from the recording of a business transaction to its ultimate reporting within or outside Citi. The Initiative has now been expanded to include efforts around process and people, while continuing to establish data standards and common Platforms. The common platform PEARL falls under this category.

**Responsibilities:**

* Effectively provides strategic guidance and expertise to meet client needs of training curriculum.
* Provided global training on Standard Functional Reports using business objects tool.
* Conducted training sessions on Business Objects 4.0 Tool for global users.
* Involved in testing the standard Web Intelligence reports.
* Validated the data integrity using excel Vlook ups, formulas, and pivot tables.
* Manage cross-functional processes and multiple implementation projects.
* Develop and implement accurate Finance and HR blended learning solutions.
* Responsible for analysis, designing, and developing content for training, including implementing, and evaluating client training material.
* Created Test Plans & Test Steps for various projects.
* Involved in UAT testing for various enhancement requests, new requirements and bug fixes test.
* Extensive knowledge in using Microsoft Excel pivot tables, Vlook ups, formulas and filters in our validation analysis.
* Prepared Balance Sheet, Income statements, P & L and Forecasting reports.
* Was involved in conducting global training’s on how to create adhoc reports using Web intelligence tool.

**Environment:** SAP Business Objects XIR2 /XIR3/4.0, Desktop Intelligence, Web Intelligence, Universe Designer, Oracle People Soft Enterprise, Oracle 10g/9i, HP Quality Center, MS Office, Windows Vista and MS Office 2003/2007, Xcelsius 2008.

**Client: Sony Electronics Inc, Sandiego, CA Dec’ 10 – Jun’ 11**

**Role: Implementation Specialist/Report Developer**

**Demand Planning Phase 2 Project:** The System developed is in regards to extend the Demand Planning Phase 1 reports to include additional metrics. The additional metrics added in Demand Planning Phase 2 are used in developing reports In stock, Channel Inventory Turn, Sell Through Forecast Accuracy and several miscellaneous reports.

**Market View Phase 1 Project:** Market View system is developed to provide faster visibility to information at the decision making levels. Project included development of New Universe and reports Account PSI, SONY PSI, Actual vs. Sell In and miscellaneous reports.

**Responsibilities**

* Involved in functional requirements gathering meeting different Business Groups and preparing the technical specifications.
* Interacted with various users for software installations on their machines.
* Placed Requests on behalf of users for access to reporting tools, public folders, and Business Objects Universe access.
* Conducted meetings with managers to review expectations and to create written implementation plans with milestones and deliverables.
* Checked in with managers monthly and annually to ensure effective continued implementation of products
* Worked closely with development team in providing required business information in developing Universes, Standard web intelligence reports using Business Objects XI R3.
* Involved in Production Support and gave training to the users in Deski and Webi.
* Involved in migration of Business Objects Universes/Reports across the Servers/Repositories (Development to Production Servers) along with the production support team.
* Created Change Request and Fulfilment Request to Migrate universes from development to UAT and Production.
* Written Test Cases for all the reports developed for end users.

***Environment:*** Business Objects XI R3(CMC, CMS, CCM)/R2, Designer, Deski, Web Intelligence XI R3, BCA, Oracle 10g, MS SQL Server 2005, TOAD 9.7, Windows 2003 Server, Microsoft Office 2007.