**Naga Mallika Bannaravuri**

Salesforce Developer

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## **Summary**

## 9+ Years’ experience working in Customer Operations including 2+ Years’ experience working with Sales Cloud, Service Cloud and CPQ.

## **Achievements & Certifications**

* Certified in Project Management Essentials from MSI
* Certified from 6SigmaStudy in Six Sigma Yellow Belt
* **Achieved Ranger Rank from Trailhead with 711 badges, 430,300 Points and 19 Superbadges**
* Certified from Google in Fundamentals of Digital Marketing
* Certified from DocuSign as DocuSign eSignature for Salesforce Specialist 2020
* DocuSign eSignature Administration Specialist 2020
* Achieved best performer awards multiple times (in every role) as CSA, Sr.CSA, SME

## **Skills and Experience**

* Experience creating Object-Level Security (Profiles & Permissions Sets), Record-Level Security (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy), Field-Level Security, Account Teams, Opportunity Teams, Case Teams and User Management.
* Extensive experience in SFDC development using Apex classes and Triggers, SOQL, SOSL and Visual Force Pages.
* Experience in creating apps using Lightning Web Components and Javascript
* Experience creating Lightning processes (Process Builder), complex multi-level Approval Processes, Workflow Rules, email templates, Global Actions, Visual Flows, Validation Rules and Duplicate Matching Rules.
* In depth knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in CPQ
* Experience creating Apps, Custom Objects, Custom fields, Record Types, Page layouts, compact page layouts and various other components as per the client and application requirements.
* A passion for continued education in new technologies and functionality, as well as being involved in projects that push the capabilities of existing technologies
* Achieved Billing Specialist and Advanced Billing Specialist Credentials in Trailhead.

## **Professional Work Summary**

**Salesforce Developer | Self-Employed (June’18 – Present)**

* Interacted with various business user groups for gathering the requirements for salesforce.com CRM project implementation and Data Centralization.
* Worked in 3 Salesforce.com projects (Sales, Service and CPQ).
* Administered, configured, developed and monitored the client’s Salesforce CRM.
* Created Object-Level Security (Profiles & Permissions Sets), Record-Level Security (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy) and Field-Level Security.
* Customized standard Salesforce Applications, Created custom Applications, Custom Objects, Fields, Record Types, Page Layouts, and Search Layouts to organize Fields, Custom Links, Related Lists and other components on a record detail and edit pages.
* Good knowledge of CPQ objects used in Quote to Order process.
* Designed, Created and scheduled Standard Business Reports & Dashboards (KPIs).
* Designed & developed Apex Triggers, Apex Classes & Visualforce Pages using Apex Language, Visualforce, SOQL and SOSL.
* Assisted in configuring the applications using Aura components and Lightning components

**Subject Matter Expert (SME) | Amazon.com (Oct’13 – Jan’17)**

* Took Escalated calls, emails and chats from customers
* Provided 100% customer success rate during peak season
* Trained newly hired employees on process
* Assisted junior associates and colleagues on production floor to achieve team goal and customer satisfaction
* Monitored calls of the junior associates to evaluate their performance and make them to follow the company guidelines
* Achieved best performer awards multiple times as best SME
* Won internal contests related to process and Designing contests
* Participated in Kaizens, which are related to process management
* Participated in Amazon Global Process Management Webinar and gave presentation

**Web Developer | Softech Labs (Aug’10 – Apr’11)**

* Direct interaction with clients to close the website deals
* Working with senior web developers to create websites
* Created Web presentations for Web Designing technologies
* Solved technical glitches in websites by interacting with customers

**Customer Service Associate | Amazon.com (Oct’08 – Aug’10)**

* Working directly with Customers by solving their order related problems
* Explaining the details of products on Amazon and assisting in placing the orders
* Guiding to create their accounts on Amazon like Kindle, Publishing, Wishlists, Prime.
* Solving technical glitches in payments and gift card orders
* 1:1 interaction with Managers to discuss about process improvements

## **Education**

Graduated in Computer Science from Sri Krishnadevaraya University, Anantapur.