

Sowmya Cholleti

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Professional Summary:

Platform Experienced with 3 years of experience in IT Operations and an year of experience in Program development. Trained on Salesforce to enhance skill set and adapt to complex business systems integration as well as object-oriented design patterns and development for knowledge and experience of the assigned task.

Professional Experience:

- Excellent and hands on working knowledge on Force.com, Service Now.
- Coding APEX and custom applications for Salesforce instances.
- Design, code, and support solutions to meet business and customer needs in Salesforce, including configurations, customizations, and integrations (Rest and SOAP).
- Excellent knowledge of APEX (classes), Visual Force, Salesforce APIs, SOQL, Force.com platform, triggers.
- Demonstrated experience building integrations with Salesforce.com
- Strong working knowledge of Salesforce.com platform out-of-the-box functionality and configuration
- Knowledge on XML, HTML/DHTML, JavaScript
- IT experience includes Service Management, Services Sales Operations, Project Management, Business Analysis & Analytics, Customer Service.
- Engaged in complete internal processes overhaul by providing inputs to User Stories, Test cases and Wireframes.

Self-Project: Worked and successfully executed project on integrating Google Calendar with Salesforce.

Skills: -

Salesforce: <https://sowmya-cholleti-dev-ed.my.salesforce.com>

Trailhead: <https://trailblazer.me/id/ssforce2>

Programming:	Force.com, Apex, C, Java, JavaScript, HTML, Chrome web Developer
DataBase	MY SQL
Platforms:	Windows 10 /2000/XP/Vista; Mac OS, Linux
Technologies	HTML, XML, WordPress

Work Experience:

Accenture: May 2017 - Currently Working

Designation: Platform experience Associate

Client: Microsoft India Pvt Ltd

Process: Unified Support Sales

Process Role: L1 Support Team

Roles and Responsibilities

- Perform UAT for internal tool new features/updates and provide feedback to development team
- Assisting Account Team (AE/Sellers/TAMs) in customer quotes and licensing queries, working with internal teams on deal reviews and contract management
- Organize triage calls with L2 SMEs and process owners to assist account team with complex process scenarios
- Identify gaps, automation possibilities and problem-solve solutions to drive business efficiency
- Participate in client workshops and brainstorming sessions to capture new business requirements and work with internal teams to update process and implement changes.
- Ensure compliance to all internal policies and SLAs are met in process.
- Identify process scenarios for KBs, QRC, FAQ creations which aids internal teams in faster query resolutions
- Provide detailed case analysis/root cause analysis for quality concerns
- Increased L1 FCR by 23% by consulting L2 SMEs, account teams, process owners and training team members
- Reduced duplicate Incidents counts by 70% and Incident re-open counts by 40%.

EDATA Global Services Private ltd, Nov 2015 - Jan 2017

Designation: Program Analyst

Roles and Responsibilities

- Implemented UI design using HTML and CSS and Strong knowledge on WordPress.
- Designed and built signup and Login pages using HTML and JavaScript
- Successfully developed and maintained websites using WordPress.
- Maintained and ensured to enhance the company's multi-branded websites.

- Partnered with internal and external suppliers to create and maintain content.
- Ensured that personal technical skills are kept up to date for effective development.
- Managed to simultaneously work on multiple projects without deviation.
- Worked as member of project team to collect and develop content

Responsibilities: -

- Coordinating with Business Team.
- Training the team for new Product based updates and bug Fixing.
- Preparing Action Plans for the agents showing a below average or a dip in the performance.
- Assisting and training team members based on performance whenever required.
- Training new trainees on the process and equip them to perform effectively on the job as per the requirement.
- Cultivated environment of trust, teamwork, self-confidence, and ownership.
- Developed training programs by analysing problems, developing new approaches and conducting training on a team level basis.

Professional Achievements:

Awards: Star of the Business Award (Accenture Operations Encore Award),
Appreciation Certificate from Accenture for exemplary performance and superior dedication at work.

Received multiple Appreciations from sellers/TAM's

Personal Details:

Name	: Cholleti Sowmya
Date of birth	: 02 nd Aug 1994
Hobbies	: Cooking, Dancing
Languages Known	: English, Telugu, Hindi