# MOUNIKA DADI

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Systems Engineer at TATA CONSULTANCY SERVICES with total 4.4 Years of Experience and 3 Years on Salesforce Technology.

## CERTIFICATIONS

*Salesforce Certified Administrator

*Salesforce Platform Developer I

*Copado Certified Administrator

## AWARDS

*Salesforce Partner Innovation Award for BT  -                                   **2018-2019**

*Special Initiate Award                                                                  **2020-2021**

## PROFILE SUMMARY

### Salesforce Developer-British Telecom Plc.                                   **2018-Now**

- Working in Salesforce development activities and enhancements.
- Worked on Salesforce.com development and Customizations, Apex, Visual Force, SOQL, SOSL, Workbench, Data loader.
- Experience in Implementation of Single-Sign On.
- Salesforce Administrator -SFDC User Management, Roles, Profiles, Security and Sharing Rules, Process Builder, Flows, Creating Reports and Dashboards.
- Hands-On Technical Experience in SDLC, includes building, testing, deployment for various business processes and applications
- Good understanding of SF.com governor limits with an ability to optimize code to acknowledge those limits.
- Experience in Live support and Deployments, configuration Management.
- Flexibility to work on new technologies.
- Involved in developing and implementing the new Change Requests as per business requirement.

### Related Experience

#### Salesforce Developer-British Telecom, Presales Application

- Worked on Change Requests and Technical Support Cases.
- Developed Various Custom Objects, Tabs, Fields, validation rules, Process Builder.
- Involved in creating Users, Roles, Profiles and Security Settings based on role hierarchy.
- Created various Page Layouts and configures the permissions based on organizational hierarchy requirements.
- Worked on User Management module giving access and supporting salesforce issues.
- Communicating and Coordinating with Business to get the requirements.
- Worked on sending email notifications to assignees to adhere SLAs.
- Responsible for delivery of new changes within given timelines.
- Used Data Loader for data clean-up and data import and export activities.
- Worked on custom settings, Salesforce custom reports and dashboards.Created Workflow rules to automate Tasks, Email Alerts, field updates , Time dependent Actions.
- Worked on SOQL and SOSL for querying and searching data in SF.com Platform and in workbench.

- Worked on Apex classes, Triggers, Visualforce pages, Test classes for various functional needs in the application compatible with classic.
- Understanding Existing Business and application functionalities and worked on new enhancements.
- Knowledge on Lightning web components and Lightning Admin customizations.
- Worked on testing the new changes or enhancements made in sandbox
- Finally pushing configurations and codes from sandbox to production.

**Project : Digital Build and Commissioning**                                        **2016 -2017Nov**

**Description:** This project is to combine the multiple processes and deliver the single output to the BT Client for their broadband customers. All manual tasks performed are automated in this application so that multiple teams can be involved in a single platform and every action will be monitored in the process of giving broadband connection.

## Responsibilities:

- Created MS SQL Server Database.
- Prepared a design document and flow diagram.
- Created Job Schedulers so that process of tasks will be triggered automatically on specified time.
- Load the data from MS Excel to Table and table to MS Excel.
- Involved in test case design and execution.

**TCS Date of Joining-22/06/2016**

| EDUCATION | GRADE |
|---|---|
| * GITAM UNIVERSITY, Andhra Pradesh | **2012-2016\|8.3%** |
| B.Tech-Information Technology | |
| GITAM- VIZAG | |
| * NRI College -Vijayawada | **2010-2012\|90%** |
| State Board Of Intermediate Education | |
| *Loyola High School | **2010 \|88%** |
| Secondary School Certified Education | |