**Prasanthi Pemmasani**

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* More than 4 .3 Years of experience in SFDC Configuration, SFDC Apex, SFDC Visual Force, Vlocity Dev, Vlocity CPQ. SFDC Testing
* Having 3 years of experience in developing on-demand applications on Salesforce.com platform using apex programming language.
* Hands on experience in Apex, Visual force, Triggers and Sales force CRM concept
* Experience working with Force.com Talend Integration Tool. IDE, Data Loader, Import Wizard, Force.com Explorer and salesforce.com Sandbox environments.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on the designing of custom objects, custom fields, custom Tabs, custom reports, report folders, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
* Created the Validation Rules, Approval Process, workflows for automated lead routing,

**Qualifications**:

* Bachelor of Science and Computers (**Bsc**), Sree Venkateswara University, Chittoor,India.
* Masters in Computer Applications (MCA), Sree Venkateswara University, Chittoor, India.

Certification:

* PD1 Developer
* Vlocity EPC/CPQ Essentials
* Vlocity Dev Essetinals

**Technical Proficiency:**

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| --- | --- | --- |
| **Languages** | **:** | **Apex, Java, HTML** |
| **Tools** | **:** | **Apex Data Loader, TalendIntegrtaion,Vlocity Cpq,Vlocity Dev and Vlocity Admin** |
| **Operating Systems** | **:** | **Windows XP** |
| **Databases** | **:** | **Oracle 9i SQL.** |
| **Scripting Languages** | **:** | **JavaScript** |
| **Salesforce Features** | **:** | **Apex Classes, Triggers, Validation Rules, Workflows & Approvals, Standard & Custom Reports,SOAP,REST,Talend** |

**Work Experience:**

* **Currently working as a Consultant at Capgemini, Bangalore.**

**Career Profile:**

**Project Name : L2C Globe**

**Client** **:**Globe Telecom (Philippines)

**Platform :** Force.com/Vlocity

**Duration** : Jan 2019-running

**Software/Features Used :** Force.com,Salesforce.com cloud application,Sales Cloud,Vlocity

**Description about Client:** Globe is a major provider of telecommunications services in the Philippines. The company is the largest mobile network operator in the Philippines and one of the largest fixed line, and broadband networks.

**Role: EPC/CPQ/CLM /OM Lead and Developer**

**Responsibility :** In my current capacity I am leading a team of 12 people responsible of implementation of solution on Salesforce.com and Vlocity. Current Implementation is one of the largest Salesforce+Vlocity union Implementation in APAC region. I am involved in discussion on Salesforce Solutioning,POCs/US drafting on Vlocity, innovate new streamline processes if and when required, Develop custom solutions based on agreed design principles.

**Features Used:** Sales Cloud**,** Workflows, Approval Process, Visualforce, Apex, API, Process builder, Formulas, Vlocity CLM, Vlocity OM, Vlocity EPC, Vlocity CPQ, Reporting Snapshots

1. **Project: Celecom Vlocity**

**Duration: Jan 2018 to Dec 2018**

**Tools: Vlocity, CPQ, SFDC, Community Portals**

**Enviornment: Vlocity Development, Vlocity CPQ, SFDC Development**

**Description:**

* Vlocity Communications is an award-winning suite of digital BSS applications built natively & additively on the Salesforce platform. Vlocity Communications includes Sales, Marketing, Service, Retail, EPC, CPQ, Contract and Order Management applications Omnichannel process engine orchestrates business processes across all channels & devices, and facilitates rapid integration with legacy systems. Vlocity delivers dozens of pre-built processes that can be quickly downloaded, configured and deployed.
* Catalog-driven ordering & fulfillment applications accelerate the introduction of new products, offers and promotions, ensure order accuracy, and orchestrate timely order fulfillment.
* Vlocity's Retail Clienteling application provides store associates a 360 degree customer view, supports appointment & queue management, omnichannel lead management, and enables guided ordering and customer service.

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**Responsibilities:**

* Working on Vlocity Omni scripts, Data Raptors
* Working on Partner Community Protals.
* Working on Vlocity CPQ ,Create and configure Products,Orders,Quotes

**2.** **Project** : PostNord Rollout Logistics

**Duration :** Jun 2016 to Jan 2017

**Tools :**  Salesforce.com, Eclipse, Talend IntegrationTool, Apex Data Loader,Testing

**Environment :** SFDC Configuration / Developer

**Client : PostNord**

**Description:**

PostNord’s business areas corporate CRM/Marketing solution. The solution includes common CRM/Marketing processes (as far as possible), which should supported by one common corporate CRM/Marketing system. In a procurement process Salesforce.com (Sales and Customer Service) and Market (Marketing) were selected as PostNord’s future strategic CRM/Marketing platform. Both Sales force and Market are cloud based on systems Sales force is the new PostNord CRM system that delivers system support for users within Sales, Marketing, Customer Service, Communication, Production and Shared Service. Marketing users. Customer Master Data will be migrated to Sales force. When doing this the data will be extracted from ERP by PNCM and then PAR-data updated before being migrated to Sales force. This will result in differences in data on customers between Sales force and ERP. For this reason the data in ERP must be synchronized with the data in Sales force.

**Responsibilities:**

* Working on Sales : Leads, opportunities, customer activities (tasks/events),
* Worked extensively on the areas of SOQL.
* Customer Master data will be migrated to Salesforce. When doing this the data will be extracted from ERP by PNCM
* Migration of legacy master data and transaction data to Salesforce
* Maintain involved party processes (customer master data)
* Migrated the SAP CRM Data to Salesforce using Talend Tool.
* Created Custom Settings in backend purpose of Migration.

**2.** **Project : BI MDM Skyvva Inbound Integration. Veeva CRM**

**Duration :** Jan 2016 to Jun 2016.

**Tools :**  Salesforce.com, Eclipse, .Integration,

**Environment :** SFDC Configuration / Developer

**Description:**

BI MDM Skyvva Inbound Integration interface the relevant Product data from MDM to the Veeva CRM system for the countries – UK, US, France, Germany, Italy Spain from a Master Data . Perspective – Products, Brands, Therapeutic Areas Indications and SKU’s. A custom apex code is created to receive the MDM Product . A custom apex code is created to receive the MDM Product data from SAP an

**Responsibilities:**

* Working on Custom Apex class on Inbound Interface.
* Applying logics on code as per business Rules.
* Worked extensively on the areas of SOQL.
* Worked on Send Email on Messages
* Interacting with the Clients and end users for better analysis and to gather the business requirements.

**3.** **Project : Global Payments, Inc.CRM**

**Duration :** Jan 2014 to Dec2016.

**Tools :**  Salesforce.com, Eclipse, Force.com IDE.

**Environment :** SFDC Configuration/ Developer

**Description:**

GPN has the vision to drive organic growth through the direct sales channel. The proposed system will support the objective of increasing revenues and sales rep productivity by optimizing GPN’s sales and marketing capabilities through the implementation of a new customer platform based on Salesforce.com. The customer platform will include capabilities to better collaborate with lead referral partners and the internal marketing organization to increase lead quantity and improve lead quality, and provide the sales reps with a more efficient lead-to-onboarding process, supported on mobile devices. While this business case is focused on North America, this platform will be deployed globally in the future. Sales management will have access to real-time information on the performance of their teams through reports and dashboards, providing visibility into progress towards key metrics.

Salesforce.com will support the lead-to-onboarding processes of GPN, replacing The application is basedon a multi-tenant cloud platform, and will not be hosted inside GPN’s internal network. Some integrations will be required with GPN’s proprietary systems

**Responsibilities:**

* Worked on various salesforce.com Customizations - Standard objects like Accounts, Contacts, Leads, Opportunities, Campaigns and Tasks.
* Designed and involved in writing Apex Classes, Apex Triggers and Visual force Pages.
* Designed Visual Force pages with various components along with Custom Controllers and Extension Controllers.
* Written test functionalities for Apex Classes and Triggers to test code coverage.
* Created Workflow Rules, Approval Processes and Validation Rules as per business needs.
* Implemented security and sharing rules at object, field and record level using Profiles and Sharing Settings for different users.
* Worked extensively on Customized Objects for additional Fields, Page Layouts, Record Types, Custom Settings and Validation Rules.

**4.** **Project : Supply Chain Management**

**Client : Ventana Medical System, USA.**

**Role : Developer**

**Duration : April 2012 to July 2013**

**Team Size : 8**

**Description:**

Ventana Medical System has focused on producing innovative solutions for the rapidly changing health care market place. The company produces instrument/reagent systems that automate tissue preparation and slide staining in clinical histology and drug discovery laboratories worldwide.

**Responsibilities:**

* Performed the roles of **Salesforce.com Analyst** and **Administrator/Developer** in the organization.
* Developed several **Apex Triggers**, **Classes** during the project lifecycle.
* Developed **visual force page** using the extension controller according to the clients’ requirement.
* Worked with SOSL and SOQL queries using Apex explorer tool
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards
* Defined **lookup** and **master-detail** relationships on the objects and created **junction objects** to establish connectivity among objects.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from one environment to another environment.
* Implemented case management automation (on Case Object) to track and solve customer’s issues. Implemented Email-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Developed automated **workflows** and **approval processes** for sales opportunities, quote discounts and lead routing.
* Created Custom **Profiles**, Public **Groups** and **Roles** to distribute user rights and functionality.
* Loaded data into SFDC using **Data loader** and migrated several legacy applications to the Force.com Platform
* Created user accounts and managed the profiles.