**Shalinidevi Karnati**

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**Expertise Summary**

* Total 8+ years of experience in the IT industry including 3+ years on Salesforce CPQ.
* Good knowledge in product configuration, Product Features, Product Bundle, Guided Selling in salesforce CPQ.
* Having a complete knowledge in Product rule, Price rule, Quote, Order and pricing functionality in CPQ.
* Applied knowledge of the solution definition, design, layout and configuration in Salesforce CPQ.
* Understand the structure, policies and operations of an organization to recommend solutions that enable the organization to achieve its goals.
* Test Driven Development tools have used like HP Quality Center and Rally .
* Strong communication and interpersonal skills.
* Good team worker and has ability to understand and adapt to new technologies and environments faster. Good at analysis and troubleshooting. Has substantial trouble-shooting experience. Strong technical expertise with solid communication and inter-personal skills.

**Work Experience**

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| **Organization** | **Designation** | **Duration** |
| **Cognizant Technology Solution India Pvt. Ltd** | Tech Lead | Apr 2016 To Till date |
| **Genpact** | Consultant | Dec 2011 To Mar 2016 |

**Technical Expertise**

* **CRM Solutions**: Salesforce.com, Siebel CRM
* **CRM Applications:** SFDC Sales Cloud, Call Center, Marketing.
* **Salesforce Technologies:** Data Loader, Workflow, Approval Process, Security Controls, User Management
* **Reporting Tools**: SFDC Report Builder, Actuate Report
* **Scripting:** SQL’s.
* **Databases:** SQL Server 2000/2008
* **Operating Systems:** Windows XP, MVS z/OS
* **Languages :** COBOL, Apex
* **Databases :** DB2, IMS DB
* **Tools & Utilities :** Endevor, File-Aid, CA Agile Central (Rally) , SPUFI, Xpediter , CA7 , Abend Aid, Automated Job Scheduler (AJS), Smart Edit, Smart Test, File Manger, Changeman , SQL station , Business Objects 6.5 .

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**Project 1:**

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| **Project Name** | SaskTel |
| **Customer/Location** | SaskTel |
| **Role** | Salesforce CPQ Consultant |
| Responsibility | * Good knowledge in CPQ product configuration with complex pricing & product rules * Experience in Discount schedule and Special Account contract pricing * Generic quote template with multi-language support * Having a Complete knowledge in product configuration, Product Features, Product Bundle, Guided Selling in salesforce CPQ. * Work closely with Business leaders, process owners to elicit CPQ business * Having a complete end to end knowledge of CPQ process and its best practices with implementation. |

**Project 2:**

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| **Project Name** | **BIG Team CAB( Customer and Billing)** |
| **Customer/Location** | **UPS** |
| **Environment** | **ESP, Z/Os, JCL.** |
| **Role** | **Tech Lead**  **Monitoring Production jobs, System performance and Fixing the issues** |
| Responsibility | 1. Monitoring Multiple application jobs which comes under Big Team ( Customer and Billing application) based on the application codes.  2.For any failure we reach out to particular application to know whether there is any business impact or not, based on the criticality we follow up with the application team till the issue is resolved  3.Sometimes the application team will reach out to Big Team for their issues and failures to get resolved at that time we need to setup a conference call or Bridge call between 4 to 5teams  4.we do raise force completion request for some of the failed jobs and also we do request for a restart for some other jobs of our application  5. Should Monitor and fill the daily activities list for the completion of all the critical application jobs running in Active queue, Held queue, Ready queue, Input queue and Task queue.  6. During weekends we Monitor the jobs on the Weekend Guide basis and also will get involved in the Submission of closeout jobs and PCC report on timely basis.  7. New shift timings and SLA will be followed during July and Jan Release. |

**Project 3:**

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| **Project Name** | **SABIC Innovative Plastic (Formerly GE Plastic), USA** |
| **Customer/Location** | **SABIC Innovative Plastic (Formerly GE Plastic), USA** |
| **Environment** | **CA7, CA11, Z/Os, JCL.** |
| **Role** | **Team Member** |
| **Responsibility** | Mainframes Production Maintenance & Support Associate:  Escalating the job abends based on the severity of the job and met the SLA’s.  Some major activities performed in CA7:  CA7 Scheduling.  One-Time Request: Scheduling/Canceling/Holding a jobs run.  Permanent Scheduling Request.  Defining a new job.  Setting up Dataset trigerrances to the job in CA-7 based on requests.  IPL of Mainframe Systems.  Timely Recycle the Regions.  Handled year end scheduling and monitoring.  Ensure the Adherence of the process to the SIX SIGMA Quality standards.  Working on user requests viz. job starts, job demands, JCL Changes. Etc through Service now. |

**Project 4:**

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| **Project Name** | **Maintenance & Production Control** |
| **Customer/Location** | **GE Corporate (GENPACT- IT & Software Services)** |
| **Environment** | **CA7, CA11, Z/Os, JCL.** |
| **Role** | **TeamMember.** |
| **Responsibility** | GIS (Global Infrastructure services) is serving multiple GE Businesses with data center  Infrastructure services, delivering Information Technology Services, Expertise and Productivity to enable GE Business growth globally. It is spread across various geographies to Support mainframes, servers and network infrastructure for 12 GE businesses like NBCU, GE Money, GE Aircraft Engines, GE Consumer Products , GE Transportation , GE Electrical distribution and GE Insurance, etc.  Escalating the job abends based on the severity of the job and met the SLA’s.  Some major activities performed in CA7:  CA7 Scheduling.  One-Time Request: Scheduling/Canceling/Holding a jobs run.  Permanent Scheduling Request.  Defining a new job.  Setting up Dataset trigerrances to the job in CA-7 based on requests.  IPL of Mainframe Systems**.** |

## Key Achievements and Recognitions

* Secured **‘STAR’** rating in Cognizant for the year ‘16 – ’17 and ’18 – ‘19
* Got Best Idea award for giving ideas in IDEA JUNCTION of company’s portal
* Achieved 3 times Employee of the Quarter in Cognizant

**Academic Background**

Bachelors of Engineering from the **RMK Engineering college**, in the year of 2009 at **Electronics and Communications Engineering** as the major.

##### Personal Details

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