

Poonam Goturi

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Professional Summary

- Having 8.6+ years of experience in IT industry as a **Salesforce and Vlocity Omnistudio Developer**.
- Designed and Developed Flexcards, Omniscript, DataRaptors, Actions, Templates, Integration procedures.
- Experienced in requirements gathering, business process improvement and software development including Planning, Building, Reporting, Resource administration and Quality Management both in Agile and Waterfall Methodologies.
- Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules Approval Processes, Process Builder, roles, profiles, Permission sets, groups, Record types, Formula fields, Validation Rules, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
- Designed and Developed Lightning components using LWC integrated with Vlocity.
- Designed and Developed Apex Triggers, Apex Classes, Visualforce Pages, and Batch Classes.
- Experienced in Deployment activities using Copado, AutoRabit, Change Sets, and Workbench and have clear understanding of Package.xml file and version controlling using Bitbucket.
- Experienced in managing multiple sandboxes for Development, QA, UAT activities for multiple teams.
- Designed and maintained Technical Design documents and created training, KT documents.
- Managed and worked with team of Developers to review and approve the code written by other developers and suggested best practices.
- Experienced in Manage Packages like Vlocity, Docusign for Salesforce.

Certifications and Achievements

- Certified Salesforce App Builder.
- Certified Salesforce Administrator.
- Certified Salesforce Sales Cloud Consultant
- Certified Vlocity Platform Developer.

Educational Qualifications

- B.E (Computer Science) from H.I.T. College of Engineering in the year 2014.

TECHNICAL PROFILE

- CRM : Salesforce CRM &Vlocity
- DevOps : Copado, AutoRabit
- Source Code Management : Bitbucket, GITHub
- Tools : Salesforce CLI, Visual Studio, Apex Data Loader, Workbench, JIRA, Postman

Project Insights

Project Highlights at IBM: Aug 2021 to till date

Project #1: Hong Kong Telecommunications

- As part of this project, we have built Customer 360 UI for the end User using Omnistudio, Where Accounts display information regarding Telecom services obtained by users, Data is pulled from mulesoft API through HTTP callouts at SFDC.
- Involved in developing the UI for customer 360 and customer search.
- Developed multiple widgets using Omnistudio components like Flexcards, Dataraptors, Integration Procedure, Omniscripts and Vlocity_cmt package.
- Developed Integration procedures to make callout mulesoft API and bring back data to salesforce.
- Involved in committing the metadata components from dev to higher orgs using Copado.

Project Highlights at Legato Healthcare Technologies: October 2018 to Aug 2021

Project #1: Open Enrollment and Classic to Lightning conversion.

- Project aims at managing the Enrollments and meetings associated and helping the Ambassadors and Coordinators to manage the enrollments.
- Converted the entire project built in classic to Lightning.
- Worked on Vlocity_Ins package and built the components using Omniscripts, Vlocity cards.

Project #2: Docusign and Student Health Plan

- Project aims at building and managing the Plan and Product flow for some of the states.
- Used Docusign managed package to provide users the ability to sign the documents digitally and store it back to the Salesforce.

Project Highlights at Accenture: March 2015 to Oct 2018

Project #1: Marriott International OASIS

- Oasis was a Siebel application that is been used by business and now it's been made on salesforce.

Project #2: ABIn Beverages

- Project aims at building Salesforce UI to capture beverages details. It involves both salesforce configuration and customization work.

Project #3: Coca Cola

- Project aims at rounding off the values for Nutrient facts also to get the data from external system.

Project #3: Novartis Global CRM

- Worked on Incidents and Service requests related to user issues.

PERSONAL DETAILS

- **Father's Name** : Halappa Goturi
- **Languages Known** : English, Kannada, Marathi, Hindi
- **Nationality** : Indian

Place: Bangalore

Poonam Goturi

(Signature)