**Meghana Reddy** meghnareddy26@gmail.com

 (650) 758 7038

 **Salesforce Consultant**

* 9 years of IT experience in Business Analysis, System Analysis, Support Analyst, Design, Development, Administration, Testing and System integration.
* 6 years of experience as Salesforce Consultant, Business Analyst, and Administrator in CRM space.
* Salesforce certified Administrator (201), Salesforce Certified CPQ Specialist, Salesforce certified sales cloud consultant
* Actively contributed in Salesforce User Community.
* Implemented sales and service cloud to improve business process.
* Developed Business Requirement Documents (BRD), functional requirement documents (FRD) and traceability matrix.
* Managed onshore and offshore resources worked with Center of Excellence (COE) for release management and Change control.
* Worked on Waterfall, Hybrid and Agile SDLC methodologies and Conducted JAD and CRP Sessions.
* Experienced in a relational database and reporting tools such as SQL, TOAD, Force.com explorer, soqlexploer, real explorer and Tableau Software.
* Developed Test Scenarios, Test Cases and Test Data for UAT.
* Developed training material and Conducted End user training.
* Experienced in CRM business processes like Forecasting, Collaborative Forecasting, Campaign Management, Lead Management, Entitlement Management and Knowledge Management.
* Functional Expertise in Sales Force Automation (SFA), Marketing Automation, Partner Relationship Management (PRM), Quoting Management (CPQ), Contract Management, Revenue Management and Case Management.
* Familiarity with Functional knowledge in developing Apex Classes, Triggers and writing Workflows, approval process, validation rules and Auto response.
* Provided direct support to SalesForce users during post-implementation issues.
* Worked with Deployment tools: Change Set, ANT & Force.Com IDE.
* Installed and configured Salesforce.com AppExchange Apps like CongaMerge, Echosign, APTTUS, DreamFactory, CloudPDF, SDoc, Dupeblocker and DNBi Apps.
* Generated Custom Reports, Dashboards and analytical snapshot for management and various business unit personnel to provide detail information on key performance indicators (KPI).
* Experienced in data migration and integration using Data Loader, Lexiloader, CastIron, and Informatica.
* Excellent communication, analytical, interpersonal, and presentation skills.
* Experience in full life cycle of software development; requirements analysis, design, development, testing and implementation.

**CERTIFICATONS:**

* **SalesForce.com certified Administrator**
* **Salesforce.com Certified Sales Cloud Consultant**
* **Salesforce Certified CPQ Specialist**

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| CRM Tools | Salesforce CRM |
| Salesforce Technologies | Apex Class, Workflow, Validation, Approval Process, Trigger, Reports, Dashboards and Visual Force (Pages, Component & Controllers) Security Controls, Email Templates. |
| Project Management | MS project, SmartSheet |
| Reporting tools  | SFDC Report Builder, Microsoft Excel, Force.comExplorer, WorkBench, SOQLexplorer |

**PROFESSIONAL EXPERIENCE:**

**Salesforce Lead @Samsara Networks, San Jose, CA (Dec 2016- Till Now)**

* Worked with business for Backlog story grooming and discovery of the requirement as Story.
* Driven the periodic Sprint release cycles and work with business stakeholders to prioritize bugs and enhancements with JIRA.
* Driven Operational efficiency initiative with the Business and IT Team.
* Actively monitored and supported team in QA and UAT activities before product releases
* Involved in Business requirement meetings like gathering information for IT team and also analyzing the information provided by Business.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Created and managed users, roles, public groups and implemented additional role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from CSV files.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Defining Custom Formulas and creating Validation Rules to suit the needs of the data model and ensure data quality.
* Prepared various test cases to test the functionality of the code in accordance to the governor’s limits.
* Involved in documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, Time-Dependent actions and Outbound API Messages.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Worked closely with Testing team for proper execution of test cases in test and higher environments.
* Worked closely with business to understand the gaps in the existing system.
* Responsible for proposing new feature requirement to the business from technical point of view.

**Salesforce Lead @ Informatica, Redwood City, CA (July 2015- Dec 2016)**

* Worked with business SME, stakeholders to understand the business problems, gather and refine requirements. Works with Business stakeholder to identify business process changes and opportunities for improvement in Salesforce. Collects priorities from business team stakeholders and prepare the implementation plan.
* Managed and configured Apttus CPQ tool for sales operation team.
* Managed and support New product introduction and Product load automation.
* Driven the periodic release cycles and work with business stakeholders to prioritize bugs and enhancements with JIRA.
* Supported and Administrate CRM application, CPQ tools enhancement and Google analytic.
* Supported on the enhancement of Informatica CRM application built on Force.com platform and third party Apps configuration.
* Coordinated with Marketo, Hoopla, Xactly (Commission), Gainsight, Insightly, and Anaplan.
* Actively monitored and supported team in QA and UAT activities before product releases
* Managed and supported incident through incident management tools like Remedyforce and ServiceNow.
* Build proofs-of-concept (POC) for potential new solutions and technologies
* Worked extensively on CPQ Steel brick implementation as a functional resource and coordinated with business to implement the products in a phased approach by each product family, assisted team in coordinating and planning user acceptance testing & end user training
* Identified gaps and pain points in the business process and worked with the SI team to design a future state solution that incorporates CPQ Steel brick best practices and automated the user provisioning from OKTA as part of re implementation of salesforce lightning instance.

**Software Developer @MLK Systems, India (May 2013 – June 2015)**

* Involved in Configuring application using Apex Script to meet the business requirements.
* Created and customized Objects, Fields, Tabs, Profiles and Reports.
* Business logic Implementation as per the client requirements.
* Created and Customized Workflows and Approval processes.
* Created email templates with required merge fields.
* Created Customized object definitions, Fields, relationships, and record types.
* Worked with Technical leads and Product mangers to make sure timelines are properly met according to the business needs
* Involved in writing test cases and executing them in various environments.
* Worked closely in gathering application requirements with business.

**EDUCATION:**

* Bachelors in Computer science, JNTU, India 2013

 *===*♦ *References will be provided on request* ♦*===*