

# SNEHA KOVVURI

Salesforce Developer



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## Professional Summary

- Currently working with **coServe Software Solutions**, Hyderabad as **Technology Analyst- Module lead**.
- Competent, diligent, and result-oriented professional with 9 years of versatile experience spanning various roles in industries including Consulting, Administration, Testing, Support, Training & People management.
- Experienced Salesforce professional with 4 years of hands-on experience in Salesforce CRM Salesforce CPQ and other Salesforce applications
- Experience as a Salesforce Developer, Administrator/Support consultant for Configuration, Customization, Implementation and Support Projects.

## Technical Skills

- Qualified IT Professional with over 4 years of IT experience in Salesforce CRM, Salesforce CPQ, AGILE Methodology and SPRINT Techniques.
- Salesforce CPQ, Salesforce Sales Cloud (SFSC) and Compliance Quest (EQMS) and other Salesforce applications
- Experienced and involved in understanding and supporting both the Business and Technical teams in all the phases of the Software Development Life Cycle (SDLC) including Analysis, Design, Development, Testing and Support.
- Experience developing solutions for the Configure, Price Quote (CPQ) systems.
- Worked on OOB features of Salesforce CRM and CPQ.
- Developer activities: Creating Apex classes, Visualforce pages, triggers, and batch classes.
- Developed Product Bundles (Features, Options, Option constraints, Configuration Attributes) and Product Rules.
- Identifying the appropriate Pricing methods (Discount Schedules, Block pricing, Contracted pricing, Subscription pricing and Percent of Total) based on Scenario to suit to the needs of the application.

- Configured Price Rules using Lookup objects and formula fields and understand Quote Calculation Sequence and Quote line pricing fields.
- Involved in enhancement of Apex Triggers, Apex Classes to automate the functionalities when performing DML Operations on Database.
- Experience in developing Test Classes to cover the code for Apex Triggers and Apex Classes.
- Experience in creating Custom Objects, Custom Fields, Tabs, Apps, Page Layouts, Record Types, Fields Dependencies, Formula Fields, Custom Validation Rules, and Relationships as per the business requirements.
- Hands-on Experience in configuring Field History, Activities (Task and Event), Search Layouts, Inline Editing and Enhanced List Views.
- Hands-on experience on managing users, configuring security settings by using Profiles, Permission Sets, Roles, OWD, Sharing Rules, Manual Sharing, View All, Modify All, View All Data and Modify All Data.
- Experience on Data migration activities using Apex Data Loader, Import Wizard and Data Export.
- Worked on configuring Workflow Rules, Process Builder and Flows to automate specific actions as per the business requirements.
- Worked on creating Public Groups and Queues as per the requirements.
- Worked on Reports and Dashboards.

## Project Details

**Company: coServe**

**Role: Developer and Admin**

**Tenure: Jan 2022 -Till date**

**Clients: Hitachi, BPL & CEAT**

**Key responsibilities: Development & Admin**

- Understanding the requirements from client and analyzing the requirements.
- Creating design for build and completing the build for requirements.
- Discuss with business users to get clarification on requirements on daily basis.
- Creating apex classes and visual force pages and triggers and batch classes
- Worked with Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards
- Worked on creating and managing Email-to-Case, Public Groups, Queues, Profiles, Permission Sets, Roles
- Worked on Validation Rules, Page Layouts, Field Dependencies, Record Types and Page Layout Assignments.
- Worked on creating Changesets and performed deployments.
- Solving the client and other stakeholder's issues & challenges as per SLAs

**Company: Wipro**

**Role: CPQ Developer and Admin**

**Tenure: April 2020 -2021**

**Key responsibilities: CPQ, Admin, Data Analysis, Root cause analysis and CAPA**

- Good hands-on experience on OOB features of Salesforce CPQ.
- Developed Product Bundles (Features, Options, Option constraints, Configuration Attributes) and Product Rules.
- Worked on Amendments, Renewals and Salesforce Billing process.
- Support and train new end users and business users of the Salesforce.com application.
- Designed and developed complex approval processes for various business needs.
- Analyzing historical data and coming up with Actionable insights
- Developed Salesforce.com workflow rules, Process Builders for updating fields based on requirements.
- Preparations of Dashboard and reports in SRT tool (salesforce)
- Creating CAPAs to improve process consistency.
- Installed and configured Apps/Plugins from AppExchange
- Performed SFDC Administrative tasks like creating Users, Approvals, Workflows, Assignment Rules, Escalation rules and Auto Response rules.
- Well versed with Salesforce.com configuration, customization. Expertise in Force.com platform, Apex Programming, Visual force pages, Triggers and Workflows
- Experienced in communities' development.
- Experienced in Lightning Configurations and has knowledge on Lightning development.

**Company: Cognizant**

**Tenure: April' 2018- April' 2020**

**Role: Subject Matter Expert (SME)**

**Key responsibilities: Salesforce CRM, Data Analysis, Modeling SOD Controls, RCA, CAPA and Team Management**

- Engaging with business owners / content owners to validate accuracy of content.
- Monitoring CZ and Salesforce CRM Application for Accounts and contacts validations
- To Train the New Hires with Client's policies and Community Standards to ensure smooth advertising of products on the platform.
- Worked on Email Templates, Adding Custom Fields & Relabeled existing

fields.

- Established relationships between various objects using Master Detail relationship, Look- up relationships and created the Junction objects.
- To Conduct Quality audits and review of teams' performance People/Team.
- Understand / review / validate changes pre-validated by another peer.
- Calibrated understanding of valid / invalid content reviews
- Perform root case analysis using 5 why and Fishbone tools.
- Guiding and coaching the PE/ SPE for "Tag Tree "validations

**Company: Cognizant**

**April' 2016- April' 2018**

**Role: Administration**

**Key responsibilities: Modeling SOD Controls, Administration supporting the cloud applications (SFDC & CZ), Setting up policy validation.**

- Worked on various salesforce objects Account, Contacts, Opportunity, Cases, Solutions Standard objects & Custom Objects.
- Creating Profiles, Roles, User, Permission Sets and Field-Level Security for Tag Tree and CZ applications
- Custom Tabs, Validation rules, Formula Fields, Workflows, Approval Process, Reports and Dashboards
- Resolve issues logged in SRT Tool related to security and sharing rules at object, field, and record level for different users in the organization.
- Extracting error file form CZ application, Tagging the error type, and sending to the Review board
- Cleaning and Uploading data into Tag Tree and CZ applications using data loader.
- Created Public Groups, Permission Sets, Profiles, Users & Security Settings based on role hierarchy.
- Was responsible for the process improvement ideas on productivity, accuracy & turnaround time Project Control, Management and Review / Program delivery.
- To conduct Quality audits and review of teams' performance People/Team.
- Collate team performance data for reporting purposes as and when requested by Process and Team Lead
- To Manage service levels on a day-to-day basis

## Education Qualifications

Exam	Years	Institute/College University	Percentage
M.Tech	2013-2015	Jawaharlal Nehru Technological University	71.20%
B.Tech	2009-2013	Jawaharlal Nehru Technological University	72.30%
Intermediate	2007-2009	Guntur Vikas Junior College	90.00%
S.S.C	2007	Hanuman Vyayam Shala	85.00

## Personal Details

- Name: Sneha Kovvuri
- Father's Name: Venkateshwar Kovvuri
- Sex: Female
- Languages known: English, Hindi, Telugu. Marital Status: Married
- Nationality: Indian
- Address: H. No :1-8-106 & 107,Flat no: 401,Nagaram Estates, Chikadpally, Hyd 500020.

## Declaration

I hereby declare that all the details furnished above are true to the best of my knowledge and belief.

Place:

Hyderabad

Name: Sneha

Kovvuri