DIVYA Dacharla

*SALESFORCE CONSULTANT - +1(469) 891-5025*

Skilled professional with a strong technical/functional experience in Salesforce Sales Cloud, Revenue Cloud , Service Cloud and Contract Lifecycle Management. Ability to translate and adapt difficult business problems into software solutions. Exceptional critical thinking skills combined with business acumen and knowledge of the Salesforce platform enabling partners and clients the ability to succeed. Versatile having filled a variety of roles including QA Analyst, Business Analyst and Implementation Consultant.

**Professional Core Competencies:**

* **Functional Expertise**
  + Software Development, Business Analysis, Quality Assurance, Platform Administration

## Technical Expertise

* + Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Revenue Cloud, DocuSign CLM, Conga CLM, Jira, FuseKit, Test Rail, Smart Sheet and Asana

## Industry Sectors

* + Subscription and Asset management Business for HighTech, Media, FinTech, HealthCare, Data Management

## Methodologies

* + Agile Project Management, Revenue Monetization

## Salesforce CPQ (Quote to Cash)

* + Hands on experience in configuring Bundles, Configuration Attributes, Product Rules, Price Rules, Summary Variables, Discount Schedules, Amendment and Renewals and Approval Process Management

## Business Process Optimization

* + Define, develop and review metrics to determine process breakdown, training needs and ensure compliance with business process and policy

## Platform Administration

* + Support daily Administration and Implementation of Enhancements for customers to ensure successful Sales to Cash process is implemented for business

# Professional Work History

## Cognizant Technology Solutions 07/2018 - Present

**Salesforce Consultant**

Served as a Functional Specialist to deliver Sales and Revenue Cloud Solutions to clients. Responsibilities:

* Perform rapid analysis and decomposition of complex business information into technical process components.
* Responsible in coordinating with the Users to gather requirements on a high level for the project initial story writing.
* Strong understanding of Salesforce capabilities and limitations and can clearly communicate those to customers.
* Organizing backlog grooming sessions with the Users to better understand the requirement and update the User Stories with more detailed description.
* Coordinating with the technical team/QA team to discuss the requirement and address related queries.
* Responsible in conducting Standup calls, Sprint planning/review meetings, Retrospective and Team bonding meetings.
* Work closely with API/IIB teams to resolve and sync with the technical teams to resolve any related queries.
* Coordinated with offshore Business Analyst to discuss and have the user stories ready with required acceptance criteria.
* Configured Special/Twin fields in Salesforce CPQ.
* Experienced in configuring Quotes, Product, Bundles, Features, Options, Option Constraints, Configuration Attributes, Product Rules, Summary Variables, Dynamic Filters, Custom Actions, Guided Selling, Prices, Discounting, Price Rules, Custom Look up Tables (Price Rules), Advanced Approvals, Contract, Amendments and Renewals (Assets/Subscription), Quote Templates and Multicurrency Implementation.
* Proven experience in deploying change sets between instances.
* Stay updated on the leading or cutting edge of industry/market development and of technology trends and development and educating the team in best practices and taking on responsibility for mentoring others

## Citizens Bank 01/2016 – 06/2018

**Salesforce Consultant**

Served as an Functional Specialist to deliver Sales and Service Cloud Solutions to clients. Responsibilities:

* Planning, Analysis, Design and Implementation of Salesforce business applications and process improvements.
* Working closely with Business to gather requirements for Commercial Banking business line.
* Acting as team lead for Quality Analyst team coordinating with Development team and Business Analyst simultaneously.
* Performing deployments using change sets across Salesforce pod. Creating documentation for COPADO deployment tool implementation.
* Coordinating with offshore QA Automation tester providing test cases for Selenium Automation Testing to have most of the Salesforce functionality automated.
* Working as core team in implementing COPADO tool.
* Highly involved with Salesforce team in getting user stories ready for the sprint, Backlog refinement sessions, managing testing team, performing deployments to various salesforce orgs and to production, performing Admin duties related to User access based on different business user group, handling Production issues.
* Involved in discussions with Business in rewriting the existing User permissions, OWD’s etc.
* Involved in implementing Einstein dashboards which is ongoing project at present.
* Day to day discussions with business to determine API calls for Salesforce implementation.
* Extensive experience in Excel, SQL Queries for data migration, data exporting and loading.
* Implementing Service Cloud from scratch. Adding new Users, assigning required permissions, migrating data from Oracle and loading to Salesforce.
* Developing training materials and provide training and support to SalesForce.com end users
* Creating Reports, Dashboards, workflow rules, Process builders, HTML Email Templates from scratch.
* Working on Page Layouts, Compact Layouts, Public Groups, Profiles, Roles, OWD’s.
* Implemented Salesforce Service Cloud in Lightening Console.
* Developed and Configured Knowledge Base Articles, Data Categories, KB Approval Process, Live Agent Buttons and Live Agent Configurations.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.

# Sample of Core Sales and Revenue Cloud Projects

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| --- | --- |
| **Client** | **Business Value Delivered** |
| Global Publishing and Event Client | * Reduce number of clicks to generate a quote and contract * 200 FTE Headcount Reduction * Increase sales effectiveness for Quoting and Approvals. |
| High Tech Manufacturing Client | * Standardize generating branded proposal and contracts * Automate and integrate sales order form and contract document within the sales process * Improved Supply Chain Management performance |
| Global Hi-Tech Client | * Ensured deals cycles are quick and short directing sales reps to the best products * Simplified selling complex bundle products to enterprise customers * Improved profit margins by guiding sales reps through product recommendations, configuration and upsell opportunities. |

**Education**

## Bachelor of Science

Narayanamma Institute of Technology and Sciences, India

## Master in Informations and Systems

University of Illinios - Springfield, USA

# Professional Certifications:

* Salesforce Certified Administrator
* Salesforce Certified CPQ Brown Belt
* Salesforce Billing Essentials