

# Naga Mallika Bannaravuri

Salesforce Developer

Email: [bnmallikan@gmail.com](mailto:bnmallikan@gmail.com) | Phone: +91-9550581603 | Hyderabad | Trailhead Profile: [trailblazer.me/id/bnmallika](https://trailblazer.me/id/bnmallika)

## Summary

9+ Years' experience working in Customer Operations including 2+ Years' experience working with Sales Cloud, Service Cloud and CPQ.

## Achievements & Certifications

- Certified in Project Management Essentials from MSI
- Certified from 6SigmaStudy in Six Sigma Yellow Belt
- **Achieved Ranger Rank from Trailhead with 711 badges, 430,300 Points and 19 Superbadges**
- Certified from Google in Fundamentals of Digital Marketing
- Certified from DocuSign as DocuSign eSignature for Salesforce Specialist 2020
- DocuSign eSignature Administration Specialist 2020
- Achieved best performer awards multiple times (in every role) as CSA, Sr.CSA, SME

## Skills and Experience

- Experience creating Object-Level Security (Profiles & Permissions Sets), Record-Level Security (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy), Field-Level Security, Account Teams, Opportunity Teams, Case Teams and User Management.
- Extensive experience in SFDC development using Apex classes and Triggers, SOQL, SOSL and Visual Force Pages.
- Experience in creating apps using Lightning Web Components and Javascript
- Experience creating Lightning processes (Process Builder), complex multi-level Approval Processes, Workflow Rules, email templates, Global Actions, Visual Flows, Validation Rules and Duplicate Matching Rules.
- In depth knowledge in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in CPQ
- Experience creating Apps, Custom Objects, Custom fields, Record Types, Page layouts, compact page layouts and various other components as per the client and application requirements.
- A passion for continued education in new technologies and functionality, as well as being involved in projects that push the capabilities of existing technologies
- Achieved Billing Specialist and Advanced Billing Specialist Credentials in Trailhead.

## Professional Work Summary

**Salesforce Developer | Self-Employed (June'18 – Present)**

- Interacted with various business user groups for gathering the requirements for salesforce.com CRM project implementation and Data Centralization.
- Worked in 3 Salesforce.com projects (Sales, Service and CPQ).
- Administered, configured, developed and monitored the client's Salesforce CRM.

- Created Object-Level Security (Profiles & Permissions Sets), Record-Level Security (OWD, Sharing Rules, Manual Sharing and Role Hierarchy based on Organization role hierarchy) and Field-Level Security.
- Customized standard Salesforce Applications, Created custom Applications, Custom Objects, Fields, Record Types, Page Layouts, and Search Layouts to organize Fields, Custom Links, Related Lists and other components on a record detail and edit pages.
- Good knowledge of CPQ objects used in Quote to Order process.
- Designed, Created and scheduled Standard Business Reports & Dashboards (KPIs).
- Designed & developed Apex Triggers, Apex Classes & Visualforce Pages using Apex Language, Visualforce, SOQL and SOSL.
- Assisted in configuring the applications using Aura components and Lightning components

### **Subject Matter Expert (SME) | Amazon.com (Oct'13 – Jan'17)**

- Took Escalated calls, emails and chats from customers
- Provided 100% customer success rate during peak season
- Trained newly hired employees on process
- Assisted junior associates and colleagues on production floor to achieve team goal and customer satisfaction
- Monitored calls of the junior associates to evaluate their performance and make them to follow the company guidelines
- Achieved best performer awards multiple times as best SME
- Won internal contests related to process and Designing contests
- Participated in Kaizens, which are related to process management
- Participated in Amazon Global Process Management Webinar and gave presentation

### **Web Developer | Softech Labs (Aug'10 – Apr'11)**

- Direct interaction with clients to close the website deals
- Working with senior web developers to create websites
- Created Web presentations for Web Designing technologies
- Solved technical glitches in websites by interacting with customers

### **Customer Service Associate | Amazon.com (Oct'08 – Aug'10)**

- Working directly with Customers by solving their order related problems
- Explaining the details of products on Amazon and assisting in placing the orders
- Guiding to create their accounts on Amazon like Kindle, Publishing, Wishlists, Prime.
- Solving technical glitches in payments and gift card orders
- 1:1 interaction with Managers to discuss about process improvements

## **Education**

Graduated in Computer Science from Sri Krishnadevaraya University, Anantapur.