**Mounika**

**gjapala@cloudely.com**

**Summary**:

* Overall **6 years** of experience as Salesforce Administrator/ Business Systems Analyst.
* Experience in **Administration**, **Configuration**, **Implementation, Lightning**, and support experience with Salesforce platform.
* Hands on experience in implementation and configuration of **Apttus CLM & CPQ** on Salesforce platform.
* Experienced in configuring **Products, Price lists, Bundles and Bundle Pricing, Attributes and Constraints Rules.**
* Worked on various Salesforce standard objects like **Accounts, Contacts, Leads, Opportunities, Quotes, and Quote Line Items.**
* Provided customer with **best practice solutions** as related to Salesforce.com and CRM.
* Exposure towards all phases of **Software Development Life Cycle (SDLC).**
* Experienced in working on methodologies such as **Agile-SCRUM.**
* Created several **reports and dash boards.**
* Experience in **Service cloud** working with ticketing system in customer portal.
* Involved in **configuration, Implementation** of Force.com.
* Used **Data loader** for **data management** in Force.com platform.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Expertise in **Apttus - CPQ** and **CLM** Managed Packages.
* Worked on **Apttus CPQ configuration** and integration.
* Implemented CPQ solution using **Apttus CPQ** and **Contract Management (CLM)** for various customers in industries.

**Education**:

**Master’s in Information Technology [2016]**

NPU, California

**Bachelors in Electronics and Communication Engineering [2014]**

Jawaharlal Nehru Technological University, Hyderabad, India

**Certifications**:

Salesforce Certified Administrator (201).

**Technical Skills:**

**Apttus CLM & CPQ:** Product Installation, X-Author, Agreement Rules, Agreement Protection, Templates, Clauses, Agreement Document Output Formats, Query Templates, Merge Fields, Agreement Clauses, Configuring Products & Pricing, Bundles & Bundle Pricing, Attributes & Constraint Rules, Comply System Settings, Basic System Setup.

**Force.com**: Salesforce Lightning, Lightning Components, Users & Profiles, Chatter, Data Loader, Custom Fields, Workflows, Security & Access, App Exchange, Approval Process, Email Notifications, Email Templates, Dashboards, Reports, Page Layouts, Validation Rules, Out Bound Change sets, Queues, Views, Apex & Visualforce Pages, Salesforce CPQ [ Products, Bundles, Pricing, Discounts, Quotes, Templates]

**Tools:** Force.com, Visual Studio.Net, SharePoint, Eclipse

**Operating Systems:** Windows 10/8/7/Vista/XP, UNIX/LINUX

**Management Tools:** MS Project, MS Office, MS Outlook, MS SharePoint

**Professional Experience**:

**Cloudely Inc. –** California

**Project: Express Scripts /Cigna May 2019-Present**

**Salesforce Business Systems Analyst**

**Responsibilities:**

* Implementation and configuration of Apttus CLM on Salesforce platform.
* Configuration and Implementation of Templates using Apttus X-author.
* Experience in detailed writing of unit test cases in word and Excel.
* Worked on various Salesforce standard and OOB objects like Accounts, Contacts, Agreements and Agreement Document Output Format.
* Created various custom fields, Query templates, custom buttons, custom settings.
* Configuring Clause level Approval rules to match the criteria and conditions.
* Participated in QA, UAT and Production releases.
* Migrated Templates using Template Migration Tool.
* Experience using Apttus X-Author Excel for Bulk generation of Agreements.
* Worked on standard and custom objects on the Salesforce.com (SFDC) with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Created several Custom Reports on fields, templates and profiles to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Experience in DocuSign tags, Document custom fields, Add Users and Custody Transfer.
* Participated in new updates of tools
* Prepared all training documentation, Test Case Document as well as Solution Design Document.
* Experience in story creation, schedule story pointing sessions.
* Participated in Training sessions to end users.

**Environment***:* Salsforce.com platform, Apttus CLM, X-Author, JIRA, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls, Record types, Excel, Validation Rules, Confluence, Workflows, Page layout, ANT-Migration Tool, Apttus Template Migration Tool, Docusign, Copado Migration Tool, Apttus XAE, Opero Bulk Fax

**Project: APA (American Psychological association)**

**Dec 2017 – May 2019**

**Salesforce Business Systems Analyst**

**Responsibilities:**

* Implementation and configuration of Apttus CLM and CPQ on Salesforce platform.
* Configuration and Implementation of Quote/Proposal Templates using Apttus X-author.
* Configuring Products, Price lists, Bundles and Bundle Pricing, Attributes and Constraints Rules.
* Involve in gathering business requirements from sales/marketing team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of Salesforce.
* Interacted with client day to day basis, presented sprint demos by preparing slide deck, discussed/translated requirements, and lead UAT, acted as liaison between client and developer in order to get requirements done as expected, delivered action items on time.
* Experience in detailed writing of test scripts/decks in word, PowerPoint and Excel.
* Experience in preparing solution design documents with required screenshots.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Opportunities, Quotes, and Quote Line Items.
* Configuring Advanced Approval rules to match the criteria and conditions.
* Worked on process flows.
* Experience using Apex Data Loader to load data into Sales force.
* Worked on standard and custom objects on the Salesforce.com (SFDC) with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Worked in Production support, handling defects using JIRA defect tracking system, interacting with end users on daily basis.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Created business documents for Salesforce.com Custom objects.
* Created several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.

**Environment***:* Salsforce.com platform, Apttus CLM & CPQ, X-Author, JIRA, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls, Record types, Excel, Validation Rules, Workflows, Page layout

**Project: A.O Smith Corporation - Wisconsin**

**Mar 2017 - Nov 2017**

**Salesforce Administrator/ Business Systems Analyst**

**Responsibilities:**

* Configuration of Templates using Apttus X-author.
* Worked as a Salesforce Admin/BSA for this implementation and have setup overall system for process flows includes all Salesforce configurations.
* Worked with the technical team to plan the performance test and determine all the testing
requirements are met.
* Involved in analyzing and writing test plan in accordance with business requirements.
* Provide periodic testing report which include test cases that were executed, defect solved and responded to the project team members.
* Prepared all training documentation, Test Case Document as well as Solution Design Document.

**Environment**: Saleforce.com platform, Apttus CLM & CPQ, X-Author, JIRA, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls. Record types, Excel, Validation Rules, Workflows, Nimbus, Page layout

**Project: Human Good - California**

**April 2016 - Jul 2016**

**Salesforce Business Systems Analyst/QA Lead**

**Responsibilities:**

* Implementation includes high level of record sharing, which was implemented properly as requested by client.
* Review requirements, specifications and technical design documents to provide timely and meaningful feedback.
* Create detailed, comprehensive and well-structured test plans and test case.
* Estimated, prioritized, planned and coordinated testing activities.
* Design developed and executed automation scripts using open source tools.
* Identified, recorded, documented thoroughly and tracked bugs.
* Performed thorough regression testing when bugs are resolved.
* Developed and applied testing processes for new and existing products to meet client needs.
* Liaised with internal teams (e.g. developers and product managers) to identify system requirements.
* Monitor debugging process results.
* Prepared training documentation and Test Case Document.

**Environment**: Saleforce.com platform, Microsoft Office, Data Loader, Workflow & Approvals, Reports, Standard and Custom Objects, Custom Tabs, Email Services, Security Controls, Record types, Excel, Validation Rules, Workflows, Page layout.