Vinita Jain



### Tech Lead

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Pune, India

***Vinita Jain*** *is a* ***4X Salesforce certiﬁed and 2X Vlocitycertiﬁed Expert*** *and is an ambitious and skilled Salesforce professional with a strong record of client satisfaction and has over 9+ years in IT and* ***4+ years of Salesforce full project lifecycle*** *experience with Telecom clients. Has acquired diverse professional skills through working in complex professional environments, worked on several high proﬁle global projects with large teams, multi-releases, multi-vendor teams in a complex IT environment. Extremely competent when it comes to Salesforce technical abilities. Always takes a ﬂexible approach to work, adapting well to new technology and new professional environments. Can work eﬀectively, both autonomously and as part of a team. Has the initiative required to make decisions and possesses drive and diligence to thrive in a fast-paced environment.*

# SKILLS

SFDC

Apex

CPQ

REST/SOAP

EPC

Vlocity

Order Management

Visualforce

SQL/SOQL

Vlocity Integration Procedures

Vlocity Omniscript

Vlocity Data raptors

**WORK EXPERIENCE**

 **Team Lead/Tech Arch**

### Accenture

*09/2019 - Present*, *Pune, India*

*US based telecom Client Role & Responsibilities*

Extensive work experience in software development including requirement gathering, analysis, design, development and

testing.

Involved in gathering business and technical requirements for telecom CRM application which was a complete custom ﬂow. Handling a team of 8 developers.

Created a complete custom **telecom application** which involves **new install, MACD and Supp ﬂow** for order management using vlocity.

Created **OmniScripts, VIPs, DRs, Templates**. Have gained good functional knowledge on **Vlocity CPQ** concepts and implementation experience on vlocity CPQ.

Worked on **EPC** **(product conﬁguration, pricing, Context rules, advanced rules** etc. which include all the CPQ essential concepts)

Hands on experience on **Vlocity Order Management (Decomposition relationships, Orchestration**).

Integrated Vlocity with middleware using **HTTP actions**, Hands On experience in consuming as well as **developing API's for REST within vlocity**. Salesforce Integration – Inbound and Outbound using SOAP API, Integration using REST.

Expertise in **Batch Apex**, Solid understanding of Apex Classes, Triggers, Schedule Apex, Dynamic Apex, Visualforce Controllers, etc.

Have strong functional knowledge on telecom CRM.

# WORK EXPERIENCE

## Tech Lead



### Tech Mahindra

*08/2018 - 09/2019*,

*A telecom project. The primary focus of the process is Salesforce Development, lightning development and vlocity.*

*Roles/Responsibilities*

Handled a team of 4 to 5 resources.

Have delivered solutions for telecom core functionalities like customer registration, Port out, Join journey for customer registration.

Worked extensively on vlocity integration procedures, data raptors, vlocity omniscripts, Cards.

Integrated SFDC with middleware using REST APIs, Hands On experience in consuming as well as developing API's for SOAP & REST.

Used Postman, Soap UI, Mocky.io, Webhook to test integration locally.

Written apex classes, triggers, created for various requirements. Developed Work ﬂow rules, Time Dependent Action, Triggers, email template to implement the business logic.

Automate processes using Salesforce automation tools, such as Process Builder, Workﬂows, Formulas, Flow, Assignment Rules, E-mail Alerts.

Experience in Agile Software Development Methodology.

## Associate Consultant

### Atos

*02/2016 - 08/2018*, *Pune, India*

*A telecom project. The primary focus of the project was service cloud Role & Responsibilities*

Delivered a dynamic framework to provide solution for case management.

worked on Visual force pages, lightning.

Worked on Soap and Rest integrations to integrate Case management to various systems like ITSM and Insights.

Created a Generic framework solution to Achieve Send communication functionality for the project i.e. the common and most used capability for the entire project.

Responsible for analyzing, conﬁguration and development of enhancements required by the client. worked on approval process, process builder.

## Package Solution consultant

### IBM

*11/2014 - 02/2016*,

*German Telecom client Role & Responsibilities*

Order management functionality + Order Interface.

Developed Siebel CRM requirements involving a)Siebel conﬁguration b)Product conﬁguration. Trouble Management.

Exposed to Product modeling. Functionality Testing.

## Senior Software Engineer

### Accenture

*07/2011 - 11/2014*,

*Various Telecom Clients Achievements/Tasks*

Created a custom telecom application which was based on siebel 8.01.

Acquired a robust experience on siebel CRM that includes design, Development and testing. worked on order management.

# CERTIFICATES

Salesforce Certiﬁed Administrator Sale Cloud Consultant

Salesforce Certiﬁed App Builder Salesforce Certiﬁed Platform Developer 1

Vlocity Platform Developer Vlocity CPQ Essentials

**EDUCATION**

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| --- | --- |
| **Bachelor of Engineering (Computer Science Engineering)**  JAYPEE Institute of Information Technology |  |
| *07/2007 - 05/2011*, | *78%* |
| **Higher Secondary Examination**  State Board, Rajasthan |  |
| *04/2005 - 03/2006*, | *91%* |
| **Senior Secondary Examination**  State Board, Rajasthan |  |
| *04/2003 - 03/2004*, | *90%* |