Salesforce Analyst
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Sowndarya

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PROFILE SYNOPSIS

- I am having 6+ years of professional experience in System Analysis, Design, Development, Implementation, Maintenance and Customization of CRM Applications.
- 3x Salesforce Certified professional and a CPQ Implementation Specialist.
- Strong knowledge in Salesforce Architecture and CRM Data Model design and proficient with Salesforce systems requirement gathering, Business Analysis,
- Good knowledge of Lead to Opportunity, Quote to Cash life cycle, and CPQ frameworks.
- Experience in Requirement gathering, documenting HDD, documenting user stories and ensure successful UAT Signoff.
- Having good exposure to end-to-end implementation of CRM software applications from requirement analysis to system study, designing, configuring, testing, de-bugging, documentation, implementation, roll-out and production support.
- Well versed with Products, price books, catalogues, developer consoles, Triggers, Process builder, Flows SOQL, SOSL, Salesforce Data Import Wizard, Salesforce Data Loader etc.
- Extensively worked on various entities like Accounts, Contacts, Opportunities, Quotes, Agreements, Orders, Service Requests, Attachments and Activities etc. to meet the client business requirements.
- Carries excellent leadership skills, driving the team on working with various clients across the World.
- Offers excellent communication, Interpersonal skills and a self-motivated quick learner and team player.

CERTIFICATIONS AND TRAININGS

- Salesforce Certified Administrator
- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform App builder
- Attended various Salesforce Certification Days Trainings.
- Oracle Customer Relationship Management Classroom Trained.
- Trained on Oracle SQL, CRM at the Infosys Global Education Center at Mysuru Campus, India.

ACADEMIC QUALIFICATIONS

- Bachelor of Applied Sciences (BSC Biotech), Sri Venkateswara University 2005, Andhra Pradesh, India.

WORK EXPERIENCE

- Maternity + Career break to bring up my daughter until she was old enough from Feb 2022 to till Date.
- Worked as Senior Systems Analyst at Schellden Global Services, Singapore from Feb 2020 to Jan 2022.
- Worked as Application Consultant at Infosys Technologies, Main Campus Bangalore from Nov 2015 to Jan 2020.

TECHNICAL SKILLS

Salesforce CRM/CPQ:	Salesforce Administration, Configurations and Customizations, Record Types, Data Management, Process builders, Flows, Validations, Sales Cloud, APEX Class/Triggers, SOQL, SOSL, Salesforce CPQ, Price Books, Product rules and Price dimensions, Import Wizards, Salesforce Data Loader
Siebel CRM:	Configuration, Workflows, Scripting, Data Maps, Business Analysis
Database:	Oracle 11g, SQL/PLSQL,
Languages:	HTML, CSS, Xml, Java Script,
OS / Packages	Windows Family, GitHub, SharePoint, JIRA, HPQC, MS-Office

PROJECTS

Client:	Amadeus IT Group. PWC Singapore
Environment:	Sales Cloud, CPQ, CLM, Sharing Rules Salesforce Administration, Flows, Visualforce pages, Apex classes.
Position:	Salesforce Analyst, Pricing Implementation Specialist - CPQ
Duration:	**Feb 2020 – Jan 2022**
Details:	**Amadeus IT Group, S.A**. is a major Spanish IT provider for the global travel and tourism Industry.

Responsibilities:

- Involved in requirements gathering, technical design documentation and implementation of solution.
- Coordinated with cross functional teams on the business functionality expectations on UAT Sign Off.
- Well versed with products, Catalog, Catalog hierarchies, Bundles, Bundles within bundle, Pricelists across all products.
- Involved in end-to-end QA and UAT testing, and validation of CPQ including products, Pricing, Quoting.
- Configured user roles, permissions, permission sets and profiles as per business requirement.
- Worked on Creating Objects, page layouts, validations, workflows, process builder, Flows, email alerts, reports, and dashboard.
- Worked on solutioning of Sertifi e-signature for salesforce.
- Worked on implementation of X-Author document generation tool for salesforce.
- Designed multiple Proposal/Agreement templates using X-Author tool to meet the requirements.
- Deploying applications from Sandbox to production using Change Sets for UAT testing
- Utilized JIRA, to track assigned tickets and triage the bugs for monthly product releases.
- Knowledge on configuring Workflows, Approvals, Page Layouts, Record types for automating Business Process.
- Implemented record types, pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
- Well versed with Salesforce Custom objects, Custom fields, Junction objects, Master-Detail relationships, and Look-Up relationships, thereby attaining the data model to fit the client's data with least required table relationships.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Proficient in Data loader and Import Wizard for Data Migration for various Entities.

Client:	Johnson Controls US
Environment:	Salesforce Sales Cloud Applications
Position:	Salesforce Developer
Duration:	**Nov 2016 – Jan 2020**

Details:

Johnson Controls International is an American Irish-domiciled multinational conglomerate headquartered in US, that produces fire, HVAC, and security equipment for buildings. The company is a universal operator offering residential and corporate benefits of a comprehensive solutions

Responsibilities:

- Actively collaborating with the onsite offshore team and effectively handling calls with business.
- Trained in Salesforce Administration and Salesforce Sales Cloud
- Extensively worked on configuring Workflows, Approvals, Page Layouts, Record types for automating Business Process.
- Implemented record types, pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
- Expertise in implementing Salesforce Custom objects, Custom fields, Junction objects, Master-Detail relationships, and Look-Up relationships, thereby attaining the data model to fit the client's data with least required table relationships.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Deploying applications from Sandbox to production using Change Sets.

- Worked on Creating Objects, page layouts, validations, workflows, process builder, Flows, email alerts, reports, and dashboard.

Client:	Slovak Telekom, Slovakia
Environment:	Siebel 8x, Client and Tools. Siebel eCommunication Applications.
Position:	Siebel Developer
Duration	**Nov 2015 – Oct 2016**

Details:
Slovak Telekom is the largest Slovak multimedia operator with many years of experience and responsible approach to doing business. The company is a universal operator offering residential and corporate clientele benefits of a comprehensive solution provided from a single source. Telekom brand offers the complex portfolio of voice and data services provided via fixed and mobile network. In the field of mobile communication, it provides internet connectivity via several different technologies for high-speed data transmission - GPRS/EDGE, Wireless LAN (Wi-Fi), UMTS FDD/HSDPA/HSUPA, FLASH-OFDM and LTE
Slovak Telekom is a member of the multinational Deutsche Telekom Group.

Responsibilities:

- Responsible for understanding business requirement and preparing the TDD.
- Created and Configured GUI Layer to meet the business Requirements.
- Configured new Objects for business Object layer to perform Business Logic.
- Created new joins, Extension Columns to display the required data in the UI Layer.
- Written Server/browser Scripts side to cater the requirements.
- Worked on Quotes and Orders entities.
- Configured new Business Services cater the business requirements.
- Worked on Error Handling activities.
- Created new workflow Processes to meet the requirements.
- Worked on post-production support and provided support in all test environments.
- Have been an effective team player among onsite and offshore team peers.
- Voluntarily involved in providing knowledge sharing/acquiring programs which were conducted within the organization.

PERSONAL DETAILS

Name	:	Sowndarya
Languages Known	:	Telugu, English.
Nationality	:	Indian
Date of Birth	:	08 – June - 1992
Passport	:	Z5915744
Marital Status	:	Married

Sowndarya