**Sumanth Yanamala**

**Salesforce/Apttus Developer & Solution Engineer**

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**Current Location:** St Louis, MO

**PROFESSIONAL SUMMARY:**

Over 6 years of IT experience in software development as **Apttus CLM Developer, Salesforce Administrator,** **Developer & Salesforce Business System Analyst** across various industries and an expert in end user training.

* Extensive **business knowledge** and customization experience on various **salesforce.com** standard objects like **Accounts, Contacts, Configuration, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.**
* Experience in configuration, implementation and support of **Apttus CLM**, **Salesforce CRM and salesforce SFA applications.**
* Experience in **salesforce project support and managing offshore teams.**
* Created Force.com Sites to display the salesforce data, without logging in.
* Study, implement, and administer **3rd party Salesforce apps** to increase productivity.
* Clean data from org and **import new data** using **Apex Data Loader**.
* Deliberate planning & analysis to accomplish complex workflow rules, data validation, and triggers.
* Lead planning meetings, analysis development, test inspections, and other project meetings throughout **project life cycle**.
* Executed **security and sharing rules for Field, Record Level and Object** for distinctive users at different levels of organization.
* Configured **product and pricing setup Including price ramps, tiered pricing and asset pricing**.
* Used **X-Author** for **excel and word**. Used **DocuSign** for **Quote approvals**.
* Endured in SFDC administrative work like **Approval and Tasks, Dashboards, Data Loader, Email Services, Escalation rules, Roles, Profile, Creating Users, Page Layouts, Reports, Validation Rules** and **Workflow Rules.**
* Understanding of the SFDC data model, **customizing schema using custom objects, fields, master - detail and lookup relationship.**
* Experience in working with **Apex classes** and **Triggers**, **Configuration**, **Controllers** and Controller Extensions, Components.
* Experience developing **custom UI** using **Visual force pages**, Java script, HTML and CSS.
* Experienced in developing **Lightening Components** and **Lightning apps** to provide more interactive interfaces to end users.
* Experienced in developing **Lightening pages** using **Aura Framework**.
* Proficient with **Sales Cloud, Service Cloud**, Jenkins, Call Center, Force.com, Chatter, **Lightning** and **App-exchange** on Salesforce.
* Experience in Aura Framework and **Lightning Bundle**.
* Expertise in using **Community Builder** to customize the **communities**.
* Experience working with **Deployment tools** like **Force.com IDE** based on salesforce.com **Sandbox environments**.
* Hands on experience in **Salesforce.com CRM integration, developing and deploying custom integration solutions.**
* Excellent skills in creating/troubleshooting/modifying **Apex code** and **visual force pages**.
* Knowledge of **WSDL**, web services **SOAP API, BULK API, REST API**, **force.com callouts**, Batch and Schedule Apex Programs
* Knowledge in **web technologies** like **HTML, XML, CSS and JavaScript**.
* Great Interpersonal and Communication Skills, focused, self-motivated, team oriented and quick learner.

**TECHNICAL SKILLS:**

**CRM Tools:** Salesforce.com, Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter, Communities, Service Console.

**Salesforce Technologies:** Apex, SOQL, SOSL, Visual Force (Pages & Components), Triggers, Batch Apex.

**Data migration Tools:** Apex Data Loader, Custom Import wizard, ETL Tool.
**Deployment Tools:** Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, Jenkins.
**SDLC Methodologies:** Agile, Scrum, Waterfall.
**Salesforce API Tools:** Force.com Migration Tool (ANT), Force.com IDE –Eclipse.
**Web Services:** REST and SOAP API
**Version control systems:** GitHub

**Mobile Application Tools:** SalesForce1, Interface Builder.

**Other Tools:** Microsoft Office, Microsoft Outlook, JIRA, X-Author, Demand tools, Apttus CPQ/CLM

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I

**PROFESSIONAL EXPEREINCE:**

**Express Scripts Inc, St Louis, MO Sept 2019 to Present**

**Sr. Salesforce /Apttus CLM Development Engineer**

**Responsibilities:**

* Manage **Salesforce.com** CRM application including support requests and escalated administrative needs of users by providing prompt and complete resolution to **technical challenges and business support** issues.
* Work with product team and IT to make updates and changes to product pricing.
* Execute **test cases** with attention to detail to help ensure the **quality** of the product. Take ownership of test case suits for release, **smoke and regression testing**. Log and write clear defect reports, test cases.
* Participate in **product design planning** meetings to help define requirements and use cases.
* Identify, help minimize, review and isolate **production defects**.
* Ability to communicate with operation side of the business
* Familiar with **Excel and its Apttus X-Author** app to price components within the **Apttus CLM** product.
* Create, adjust, and maintain SFDC and related apps meta-data and data for records, reports, dashboards, etc.
* Knowledge of Salesforce products, including but not limited to Sales Cloud, Service Cloud, Field Service Lightning, Pardot, and Lightning Platform.
* Serve as the **technical expert** for **Apttus CLM**
* Define and recommend **technical architecture and design** related to customizations
* Complete hands on **development and customization**
* Work closely with the **functional teams and client resources** to ensure the system meets the needs of the client
* Ensure system scalability
* Proven experience with creation of relevant **documentation** including, but not limited to Apttus CLM solution design document and requirements documentation
* Experience running **requirements gathering** workshops
* Experience with **migration** of CLM across environments including experience with the **Apttus migration tool**
* Knowledge of the **fundamental capabilities of Apttus CLM**
* Developing and **improving workflow processes** in our sales and marketing organization to effectively manage leads, client information and data.
* Support Sales VP’s develop targeted new prospecting lists and client re-engagement / reactivation initiatives.
* Support sales team in maintaining updated library of form letters, collaterals and sales presentations.
* Support marketing team in data analysis, market segmentation and defining client profiles for targeted marketing outreach and support campaign implementation.
* **Maintain the database** to ensure data integrity, minimal duplication and optimal account, contact, lead and opportunity architecture.
* **Create and manage reports and dashboards** based on KPIs, and ad hoc reporting.
* Act as **the go-to person** for any **queries** involving **Salesforce configuration** and usage.
* **Onboard new hires** with Salesforce and its related applications and provide continuous training.
* **Perform mass data imports/exports** using API or various import tools.
* **Stay up-to-date** on new **releases, features and functionality**.
* **Integrate**, manage and administrate multiple Software

**Environment:** Salesforce.com platform, Apttus CLM, X-Author for Word, X-Author for Excel, JIRA, APEX, Lightning, AUT Testing, Docusign, Microsoft SharePoint.

**AbbVie Inc, North Chicago, IL Oct 2018 to August 2019**

**Sr. Salesforce Administrator/Apttus CLM Engineer (Lightning)**

**Responsibilities:**

* Responsible for providing **technical business support** for ‘Research and Development Finance and Operations’ **Contract Lifecycle Management System (Apttus)**.
* Manage maintenance of **system technical issues** that support key business priorities within R&D Contracting Function.
* Work closely with **system users**, **internal IT groups & external third-party** service providers to deliver high quality, customer-focused **technology solutions & support services**.
* Providing technical and business support for the design & deployment of system releases and ongoing **system management and maintenance** (e.g. requirements drafting, UAT Testing, system data cleanup, training material creation and presentation).
* Performed detailed analysis of business and technical requirements and designed the solution by **customizing** various **standard objects** of Salesforce.com (SFDC) and other platform based technologies like **Visualforce, force.com API, and web services**.
* Utilize **knowledge** of relevant industry technology, standards, & business developments in all areas of technology solutions including: **SAAS, XML, salesforce.com**, **clinical Data warehouses**, Application platforms, SOA etc. & applying it to Research & Development Finance & Operations business initiatives.
* **Design, develop and modify** existing Apttus application to identify and correct the errors to **improve performance and efficiency** of the system.
* Contribute to the development of business and functional requirements document, complex business and **technical process flows, test plans and test scripts**.
* Contribute technical and business expertise to overall technology architecture & ensure the interoperability of all components, services, and the smooth integration of new elements by implementing a structured compatibility testing methodology and facilitating **change control management.**
* Utilize understanding of the intricacies of contracting and R&D operations data and the multiple systems and middleware used to move, transform and upload data for end user consumption.
* Author **use cases** for additional system updates and rollouts.
* Work with the day-to-day business relationship with third-party IT service providers & internal support teams to provide and **maintain high-quality technical solutions**.
* Interface with internal business customers to **understand evolving business requirements** that drive the need for new and/or modified information systems and/or technologies.
* Coordinate with third-party service providers to evaluate & implement **cost-effective IT solutions** within confines of approved service expenditure levels & approve **infrastructure change controls** for all additions and/or modifications.
* Assist with implementation and post-launch ongoing technical and operational support services.
* Support **application training** activities including **creating training material, conducting training** and assisting in the support of system release updates.
* Provide **expert advice** on the **selection, design, justification, implementation** and business use of information systems.
* Analyze business processes; **elicit, analyze, and document business requirements**; identify alternative solutions, assess feasibility and make recommendations typically seeking to leverage new or existing technology components.
* Provide **business and technical directions to off-shore IT** team to inform **design and deployment of data** used to support business processes.
* **Work** with **IT support team** and **business users** to **test the built solution** in preparation for deployment into production.
* Followed **agile methodology** for implementing the Application.

**Environment:** Salesforce.com platform, Apttus CLM, Qlik Sense, X-Author for Word, X-Author for Excel, TIBCO, SAP, AUT Testing, Docusign, Microsoft SharePoint.

**PRA Health Sciences, Raleigh, NC July 2017 to Sept 2018**

**Salesforce/Apttus Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visualforce, force.com API, and web services.
* Followed **agile methodology** for implementing the Application.
* Worked with business owners to understand their requirements for **Salesforce Marketing Cloud** application.
* Created **journeys** and implemented **marketing campaigns** using marketing cloud tools like **Journey Builder, Email Studio and Automation Studio**.
* Implemented **Data Loader** to load data from **Marketing Cloud** to **Service Cloud**. Helped in developing strategy and roadmaps for email marketing programs to **drive acquisition, customer retention, customer growth, and demand generation** to achieve quantifiable revenue goals.
* Trained vendors to use **Content builder** to build and maintain marketing content.
* Created folder structure to house marketing email templates and executed A/B testing on email templates to improve engagement.
* Used **Community Builder** to easily customize the **communities**.
* Implemented Salesforce **Lightning Components** for small set of users for customizing **reports and dashboards.**
* Experience in building **reusable UI components** and pages with **Lightning component** framework.
* Developed **Visualforce pages** with rich user experience using **visualforce** **components**, **HTML5** and **CSS3** and used **JavaScript** and **jQuery** validations and hiding content/sections.
* Design and Development of Web Services and Integration using Sales force **SOAP/REST API.**
* Experience in modifying **Visualforce pages** to be supported in Lightning and good experience and good understanding of **Lightning mode and its features**.
* Triggered **interface events** by user interactions, which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework**.
* Expertise in aura framework, Lightning Components and **Salesforce Lightning Design System** (SLDS).
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in **Lightning App builder**.
* Enhanced in **Communities** by adding new fields, field sets using Salesforce Lightning.
* Developed various **Apex Classes, Triggers, Controller classes** and methods for functional needs in the application compatible with Lightning.
* Debug **Apex scripts** using **Debug Logs and System Log Console** to catch Exceptions and execute **Governor Limits**.
* Worked on Force.com Explorer for querying Salesforce database using **SOQL and SOSL** queries and Data Loader for insert, update, and bulk import or export of data.

**Environment:** Salesforce.com platform, Apttus CLM, Marketing Cloud, Apttus CPQ/CLM, Apex, Lightning, Lightning components, Apex Language, Visual Force, SOQL, SOSL, Data Loader, Web Services API, HTML, Java.

**Sysco Corporation, Houston, TX Jan 2016 to June 2017**

**Salesforce Admin/Developer (Sales, Service Cloud & Apttus CLM)**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of organization.
* Implemented **Salesforce Service cloud and Opportunity Management** (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visualforce sites) for business support and technical support for its channel customers.
* Worked on service cloud module such as **web-to-case, Escalation rules, and Assignment rules**.
* Created and maintained the email templates to be used in the **Workflows, Auto Assignment Rules and Auto Response Rules** related to **Lead Management** module in **Sales Cloud**.
* Worked on customization of **Sales Cloud** schema by customizing standard objects like **Leads, Accounts, Contact and Opportunity, Products.**
* Integration of Sales cloud with external information systems using **SOAP API web services**.
* Used **Apttus CPQ**, a lightning ready quoting tool to manage configuration, pricing, quoting, discounts, incentives, & proposals.
* strong understanding of **Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).**
* Worked extensively on managing **Products, Price Lists, Categories, Price rules, Constraint rules and defining Product Visibility for Apttus CPQ package**.
* Involved into Apttus Product Configuration and Pricing Configuration with some advanced functionality of salesforce.
* Experience with **Apttus advanced workflow approvals, Apttus wizard, Apttus admin and custom settings.**
* Good with Product **configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation** and few more complex pricing functionality using **Workflow, Apttus Approval Process, APEX, Visual Force and Apttus Pricing Callback Class.**
* Developed Quote Documents using **X-AUTHOR** for Word, also developed Customized login screen for community user and functionality to redirect user from Salesforce to **Apttus CPQ Quote creation using Apttus API's, APEX, Visual Force and Trigger.**
* Created and maintained community user using **community cloud**.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Developed various Apex classes, Controller classes and apex triggers for various functional needs in the application.
* Used **Force.com Eclipse IDE** for developing **Apex Pages, Controller Classes and Triggers** for deploying the projects components into different **Sandbox Environments**.
* Used **Apex data loader** to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on **Sharing Rules** based on **Role Hierarchies** and created manual sharing for accessing records.
* Worked on different things like **Components, Custom Settings, Sites and Static Resources, Debug logs and System Log.**
* Experience in developing Salesforce.com custom objects and work-flow business rules.
* Developed and configured various custom reports and report folders for different **user profiles**.
* Developed and implemented both the **time dependent and time independent workflows** as per the requirement.
* Developed and **deployed Workflows and approval process** wherever necessary.
* Created profiles, roles and implemented object level, field level and record level security.
* Evaluated Data entry, import processes and ensure proper Data quality standards exist for theSalesforce.com application.
* Used the sandbox for **testing and migrated the code** to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help salesforce.com support.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Apttus (CPQ/CLM), Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader.

**Healthfirst, New York, NY Jan 2014 to Nov 2015**

**Salesforce Admin/Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services.
* Followed agile methodology for implementing the Application.
* Created and **maintained fields, views, custom objects and other salesforce.com objects and functions.**
* Worked on advanced fields like **Picklists, dependent picklists, validation rules for custom objects.**
* Maintain security models in sales tools, including roles, profiles, and sharing rules.
* Defined **lookup and master-detail relationships on the objects and created junction objects** to establish connectivity among objects.
* Administered Salesforce setup functions for new users, roles, profiles, enforced security controls, permission settings and **implemented sharing rules, Role hierarchies, Record level permissions** to provide data access among different users.
* Customized **Page layouts** for **Opportunity, Contacts and Accounts** depending upon user Roles, and Groups.
* Configured Creating **Roles, Security Access, Profiles, Email Services, Page Layouts, Field Dependencies, Workflow Alerts, Actions, Approval Processes, Process Builder**.
* Created **Email Templates** and **Mail Merging Templates** and was involved in doing the mail merge for different standard and custom objects.
* Working knowledge in generating **Reports, dashboards**, customizing the reports and analyzing the reports in Salesforce.
* Used Community Builder to easily customize the **communities**.
* Developed **Apex Classes and Apex Triggers** for various functional needs in the application.
* Developed and maintained Visualforce pages, custom components with responsive design using bootstrap.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Integrate of Application with Salesforce.com with using **SOAP** and **REST web services API.**
* Worked on Force.com Explorer for querying Salesforce database using SOQL and SOSL queries and Data Loader for insert, update, and bulk import or export of data.

**Environment:** Salesforce.com platform, sales cloud, Process builder, Workflows & Approvals, Reports, Custom objects, Custom Tabs, Apex Language, Visual Force, SOQL, SOSL, Data Loader, Web Services API.