Ritu Priya

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Objective

To work in a creative team environment where I can expand leadership responsibilities, improve organizational ability to exceed corporate goals, and help honor all long-term commitments made to customers, stockholders, employees and the communities in which we live.

Professional & Personal Synopsis

o   Expertise in Veeva Vault and Veeva CRM Configuration, support, testing and development.
o   Worked on Veeva Vault deployments and Veeva Product Releases.
o   Working as Veeva Expert for end-to-end product or functionality implementation in the environment.
o   SPOC for any issue linked to Platform and Multichannel suite (Approved Emails, CLMs, CoBrowse, Engage, Consent, Suggestions, Surveys etc.)
o   Worked on integration of Veeva vault with informatica by developing mappings to process data from source to target applying various transformations.
o   Knowledge in Salesforce configuration as Salesforce Administrator.
o   Hands-on experience on Apex Programming, Triggers, Visualforce pages and Data Loader.
o   Experience interpreting and analyzing data using SQL, MS Excel to drive growth for organization.
o   Knowledge on various data warehousing concepts and data visualization techniques. Build, customize and publish interactive reports, visualizations and dashboards using Tableau.
o   Understanding the overall IT strategy and the business requirements and convert them into a solution, data and technical architecture.
o   Detail-oriented, with proven communication and analytical skills; can handle multiple tasks to meet deadlines in pressure situations.

Education

o   **B. Tech (Bachelor of Technology)** from Kalinga Institute of Industrial Technology with CGPA of 8.42 in 2016.
o   **H.S.C** from St. Joseph's, NTPC Kahalgaon with 79 percent in 2012.
o   **S.S.C** from St. Joseph's, NTPC Kahalgaon with CGPA of 9.8 in 2010.

Technical Skills

o   Veeva Vault and Vault Configuration Tool: Advanced
o   Veeva CRM and Content Management: Advanced
o   Salesforce Click and Configure: Advanced
o   Salesforce Development (Apex, Triggers, VF Pages): Intermediate
o   Unit, Script Testing   Intermediate
o   MS Office, MS Excel, PowerPoint: Intermediate
o   Informatica PowerCenter and Informatica cloud: Intermediate
o   Tableau, SQL, Data Visualization and ETL: Intermediate
o   Client handling and Communication: Advanced

Certifications

o   Veeva Vault Administrator
o   Vault Platform Certified White Belt
o   Vault PromoMats Review and Approval Certification v2
o   Engage Meeting Technical and Business
o   CLM Technical and Technical and Business
o   Approved Email Technical and Business
o   Salesforce Administrator
o   Salesforce Platform Developer I

- o Salesforce App Builder Trained
- o Informatica PowerCenter, Tableau Trained
- o Six Sigma Yellow Belt Trained

Employment Details

- o **Present Organization:** Accenture
  Designation: App/Cloud Support Specialist
- o **Previous Organization:**
  - ❖ Cognizant, Bengaluru (Associate – Projects)   [May 2021 – Jan 2022]
  - ❖ Indegene Inc., Bengaluru (Senior Software Engineer)   [Dec 2019 – May 2021]
  - ❖ Accenture Solutions Pvt Ltd, Bengaluru (Application Development Analyst)   [May 2016 - Nov 2019]

Professional Details

- ❖ **Project:**   **Veeva Vault Support and Development**   *[August 2016 – Till Date]*

Role: Veeva Vault Developer
Tools Used: Veeva Vault (Promo Mats), Loader, Configuration Mover
Domain: Pharma, PCH

Responsibilities:

- ° Certified resource on Veeva Vault with 4+ years of experience in implementation, supporting and testing of Veeva Vault application.
- ° Currently responsible for understanding client's requirements, checking the feasibility and then implementing those changes. Along with this also act as functional expert for resolving end user's queries.
- ° Working as SME and Technical Lead, leading team at IDC and China Delivery center providing L2 & L3 application support, sprint development with experience in designing workflows, performing enhancements, bug fixes adhering to change management process and fix issues related to Veeva Vault adhering to Incident Management Process.
- ° Has experience in working with the Veeva Vault APIs, Bulk Loader, performing Document Migration from legacy system, maintenance releases, deployments, prepared Job – Aids and knowledge base articles.
- ° Providing Hypercare support to new markets, analysis of Auto on Features for Veeva Product Testing, test those features and ensure that system is working as expected. Configuration of Security Profiles, Permission Sets, Users and Groups.
- ° Supported automation process in the project, designed flow charts required by business for demonstrating the process and for automating these processes using Vault API. Created test data and various workflow scripts depending on verdicts for automation purpose.
- ° Have prepared GCMA metrics and GCMA Utilization presentations which helps analyzing the incident handling process.
- ° Have supported the implementation of Chatbot and User account creation automation activities.
- ° Have supported implementation of Tableau dashboard in project to display graphical representation and counts of data in the application by backend connection setup with oracle DB containing the application data.

- ❖ **Project:**   **Veeva CRM/Salesforce Support and Development**   *[August 2016– Till Date]*

Role: Veeva Expert
Tools Used: iPad, Windows, Workbench, VMOC, CRM Publishing, Multichannel Loader
Domain: Pharma, Healthcare

Responsibilities:

- ° Handle issues wrt Veeva/Salesforce Platform and Multichannel suite (Approved Emails, CLMs, CoBrowse, Engage, Consent, Suggestions, Surveys etc.)
- ° Responsible to upload digital content assets such as CLM Presentations/Binders, Vault Approved Email, Fragments, Surveys in Vault and sync these assets to the CRM Org for further testing
- ° Map contents via fields like product, country, external ID.
- ° Establish connection in Approved Email Admin, CLM Admin, Engage Meeting Administration
- ° Implementation of Clickstream tracking for presentations, tracking clicks in VAE, interactive key messages for HCP
- ° Configuring tokens, Engage Meeting, Survey, Multichannel consents, VMOC Configuration etc
- ° Performing migration of assets from one sandbox to another
- ° Resolve storage issues and perform bulk updates via Workbench
- ° Test contents in latest iPad and Veeva versions
- ° Administration of the Salesforce environment; responsibilities include customizing, implementing profiles, roles, security settings, sharing rules, applications, custom objects, custom settings, fields, page layouts, workflow, validation rules, approvals, dashboards, reports, etc. Develop and deploy custom applications, create and update workflow.
- ° Worked on writing Test Class and Trigger in Salesforce development
- ° Configuration of Security Profiles, Permission Sets, Users
- ° Participate actively in change management efforts to implement better practices, new process & improvements in overall performance.

❖ **Project:** **Veeva Vault Migration**   *[August 2016– Till Date]*

Responsibilities:
° Legacy Migration – Extracting data from Legacy Vault, Transforming data into Target format, Cleansing Data quality issues, FTP repoint, Loading data into Vault, Verifying created data
° Legacy Document Audit Trails – Fetching legacy document audit trails in PDF format , placing files in FTP, preparing load files
° Testing Migrations

❖ **Project:** **Data integration from Vault to Oracle**   *[September 2017 – March 2018]*

Role: Application Developer
Tools Used: Salesforce, iPad, Windows, Workbench
Description: Data integration from Vault to Oracle by exporting the XML files containing various data objects from vault using API, these files were pulled from Vault and dumped into Oracle D

Responsibilities:
° Have worked on integration of Veeva vault with informatica by processing Vault data from various data sources such as XML files, flat files, RDBMS and have developed mappings, connections to process data from source to the target tables by applying various transformations as per requirement.
° Have created target tables in oracle DB and applied SQL queries to fetch desired datasheets.

❖ **Project:** **MGGCP Application Interface Support**   *[March 2018 – November 2019]*

Role   Application Developer
ETL Tool: ICS, Staging DB for application: Oracle DB hosted on AWS-RDS, UC4, Workbench
Description: This is an active application in salesforce and goal is to migrate ETL code from informatica PowerCenter to Informatica Cloud, thereby apply a more effective design approach which improves overall performance of the application.

Responsibilities:
° Worked on the application from its initial run and the cleanup activities along with New Market On-Boarding Change requests, DB deployment, ICS deployments, GCP Production Data Fixes and prepared the deployment documents.
° Have performed IICS testing for various data synchronization and replication tasks of each interface of the application.

❖ **Project:** **Tableau Dashboard**   *[December 2017 – November 2019]*

Role: Application Developer
Description: Development of Tableau dashboard for reports in Veeva in order to have visually-appealing user-friendly reports and the interface is well-organized which allows customize the view with a few clicks vs. multiple menus.

Responsibilities:
° Created tables in oracle database, developed the mappings in order to populate data from vault within these tables which in turn can be used to for Tableau dashboard development work and developed Tableau dashboard as per the inbuilt reports for dashboards present in Veeva and worked on fixing filters, SQL queries during Tableau dashboard validation to have data in sync with Veeva reports.
° Knowledge on MapReduce, Data Visualization, Business Objects, Talend, OLTP and OLAP DB, blending of data sources, reporting objects like Facts, Attributes, Hierarchies, Transformations, filters, prompts, Calculated fields, Sets, Groups, Parameters in Tableau.

Achievements

° Recognized for impeccable contribution to the project and received Star of the month award.
° Received awards for PPA and sports in organization.