# RAJESH ANNABATHINI

**Phone:** +1 407 364 6665| **Email:Rajeshkumar.a03@gmail.com | Linkedin:**[**www.linkedin.com/in/rajannabathini**](www.linkedin.com/in/rajannabathini)

**Professional Summary**

* CRM consultant over 12 years of professional experience in implementing business applications using Saleforce, Salesforce Industries(Earlier Vlocity) & Oracle Siebel.
* Certified Vlocity Omni Studio , Vlocity CPQ and Salesforce Developer
* Preparing project and service level blueprints High Level Designs and Low Level Designs documents
* Experience in implementing Salesforce Sales, Service and Field Service Lightning.
* Work with Organization & User Setup Created user Roles and Profiles, Security controls and sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings For Schema Level Security.
* Experienced in building Custom objects, Reports, Dashboards and Tabs.
* Experienced in implementing Visual force pages, Apex class, standard Salesforce configuration which include Validation rules, Assignment rules, Process Builder, lightning flows, Page layouts, Record types, etc.
* Experienced in Salesforce lightning schema builder, process builder, lightning app builder, Components and Lightning connect
* Developed Lightning components using Aura Framework which also included client-side AngularJS.
* Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud, Communities, Force.com platform Vlocity Communications, EPC , CPQ.
* Worked on custom Meta data and Custom Settings for storing frequently used data.
* Conducting Scrum events, implementing and monitoring software development process.

**TECHNICAL SKILLS**

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| CRM Applications | Sales force - Administration, Process builder, Flows, Sharing Rules, Approval Process, Reports & Dashboards - APEX, Triggers, Lightning Pages Sales force Industries(Vlocity) - Omni Scripts, Integration Procedures, Data Raptors, Vlocity Templates - EPC, CPQ(Products, Pricing, Rules) Siebel - Configuration, Scripting & Workflows - EAI& Product configuration |
| Database | Oracle, SQL Server, SOQL, SOSL, Work Bench & Data loader |
| Languages | APEX |
| Web Technologies | HTML, CSS, Java Script, JSON |
| Web Services | SOAP & REST API |
| Tools | Jira, Trello, Github, Eclipse, Copado |

# CERTIFICATIONS

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Sales Cloud Consultant**
* **Salesforce Certified Omni Studio Developer**
* **Salesforce Certified Industries CPQ**
* **Scrum alliance Certified Scrum Master**

**PROJECT SUMMARY**

**Role: Salesforce Industries Consultant**

**Client Name: LLA TeleCommunications Sep 2021- Till Date**

Latin America is a leading telecommunications company operating in over 20 countries across Latin America and the Caribbean. Its services are marketed under the brands LLA, Halebop, Fello, TV4, C More and Cygate.

Provides service like Mobile, Touch Point, Connected Office,Fiber, Smart Connect for B2B customers.

**Technologies**: Sales force Industries (Vlocity),Saleforce.

**Tools :**Jira, Trello, Developer console, Copado, Workbench,Saleforce Inspector.

**Responsibilities:**

* Working as Analyst, for LLA Contract Management System.
* Experience on creating Vlocity document templates for Quotes and Agreements.
* Conducting Scrum events Stand up, Sprint Review and Retrospective.
* Involved in Design discussions with Users.
* Created Triggers, Apex, Batch Apex and Scheduling Apex Classes.
* Build Salesforce Modules in both AURA & LWC according to business Requirement.
* Created Test classes accordingly and deployed to production.
* Automated sales process using vlocity entities like Omni Scripts, Integration Procedures, Data Raptors and Calculation Matrix.
* Configured Products (Commercial/Technical) in the Vlocity Product Consol
* Experience in configuring Context and Advanced Rules.
* Worked on Attribute Based Pricing / Custom Pricing, Discounts, Promotions.
* ConIntegrated with Sales cloud application with TUPP and MADAM applications using RESTand SOAP UI.

**Role: Senior Consultant**

**Client Name:Ooredoo Telecom Kuwait Aug 2020-Sep 2021**

Ooredoo is leading telecommunications operator in Middle East operating over 10 countries which provides GSM mobile for B2B and B2C, Broad band services under the brand of Fasttelco Kuwait like GPON, ADSL, Fiber, Microwave and content services.

**Technologies**: Sales force Industries(Vlocity),Salesforce Field Service Lightning

**Tools :**Jira, Trello, Eclipse, SQL Developer, Git Hub

**Responsibilities:**

* Created on boarding new Customer flow using Omni Script, Integration Procedure, APEX and data raptors.
* Configured new Bundle Products, Promotions, Pricing using Vlocity EPC & CPQ modules
* Customized screen using AURA to capture client communication and Bank preferences implemented.
* Worked in different Business functions implemented using both Apex & Business Automation tools.
* Implemented field service lighting for Ooredoo fixed line installation and onsite service.
* Integrating Saleforce and Siebel with Billing and ERP applications through Mulesoft and OSB.
* Supported Loyalty and Product Management in Siebel CRM applications.
* Administered Filed Service Setup User, territory, work types and service resources.
* Scheduling policies, customized appointment bookings, service appointment lifecycle and dispatch control setups.
* Work Orders, Service Appointments, Work Order Line Items, Work Types, Service Territories, Service Resources, Operating Hours and FSL Settings
* Auto created Work Orders, Service Appointments, Work Order Line Items from Cases that went into the Scheduling stage
* Configured Dispatcher Console, Scheduling Policies, work rules, skills and automated dispatch service appointment
* Configured and assigned Permission Sets
* Configured and customized Mobile app

**Role: Developer**

**Client Name: National Pension Scheme Authority Zambia Feb 2016-Aug 2020**

National Pension Scheme Authority is Government owned pension management authority for Zambia. It provides various pension solutions to customers and its nominees depend on eligibility.

**Technologies**: Sales force, Service Cloud

**Tools :**Jira, Git Hub, Workbench

* Support process, Validation rules (Business rules on case creation/Editions), Lightning record pages, global picklist values, list views, quick actions, compact layouts, platform events, and custom Meta data.
* HTML and plan text Email templates (Plan text emails for internal users and html and Css templates for external email for customers), email alters, Field updates, and work flow rules and process builder and apex triggers for process automation.
* Approval process for manger approvals on processing the stock transfer cases.
* Profiles, Roles, queues, groups, sharing rules are created for security implementation.
* Multiples report types, reports and dashboards (With using dashboard filters) are created for cases closed rate, case escalation rate, case by type, case by owner and etc.
* Apart from Salesforce out of box features, Lightning components with SLDS styling are created and place in lightning record pages for custom solutions.
* Insert, Update, Upsert, Export and Deleted data by using SOSL and SOQL using the Data loader as per the user requirement.

**Role: Senior Developer**

**Client Name:FastTelco Kuwait Dec 2014-Jan 2016**

Fast Telco is leading telecommunications operator in Kuwait which provides GSM mobile for B2B and B2C, Broad band services under the brand of Fasttelco Kuwait like GPON, ADSL, Fiber, Microwave and content services.

**Technologies**: Siebel, Oralce ERP

**Tools :**SQL Developer

* Developed Product Catalog, bundle configuration, Product and pricing rules, Guided Selling, Quote Template customization.
* Integrated Siebel application with web portal, mobile app and billing and provisioning systems through oracle service bus.
* Developing Siebel Workflows for custom Service Integration with SOA and Worked on Siebel Integration with
* Oracle.
* Developing Siebel Inbound & Outbound Web services and Developed Siebel interface design with external

systems using different kind of transports.

 Customization and Data loads for multilingual implementation for English, German and French languages.

* Developed Siebel objects at multiple levels like Applets, Business Components, Screens, Views, and Joins. Links,
* MVGs, Pick Applet, Pick lists, Associate and shuttle Applet and Drilldowns.
* Data loads for Entities like Sales Orders, Service Requests, Opportunities, Quotes, Products, Product Lines, LOVs &amp;
* MLOVs, Accounts, Contacts Assets, Agreements etc. using Siebel EIM.
* Developed Control Files, Data Validation Scripts, PLSQL Procedures and IFB files for EIM Process.

**Role: Developer & Business Analyst**

**Client Name: Natus Medical Incorporated, Sancarlos CA Feb 2012- Dec 2014**

Natus Medical Incorporated is a leading manufacturer of medical devices and software and a service provider for the Newborn Care, Neurology, Sleep, Hearing and Balance markets. Natus products are used in hospitals, clinics and laboratories worldwide

**Technologies**: Siebel, ERP, SOA, OBIEE.

**Role: Business Analyst**

**Client Name: AB SKF Sweden Oct 2010- Feb 2012**

AB SKF is the world's largest bearing seals, lubrication and lubrication systems, maintenance products, mechatronics products, power transmission products manufacturer. It has the largest industrial distributor network in the industry, with 17,000 distributor locations encompassing 130 countries.

Technologies:Siebel, Oracle ERP, SOA,Siebel BI Publisher Reports

# EDUCATION

* **Master of Computer Application** (May 2008) Andhra University , India
* **Bachelor of Computer Science** (May 2005) Nagarjuna University, India