** Jyothi Morthala PH:3122313338**

**Summary:**

* Goal-oriented Business Systems Analyst with extensive experience working in a team

managing the daily maintenance of Salesforce and other critical projects relating to the

configuration and design of new features.

* Leverages experience in Salesforce Administration, including Communities, Sales, Service and Marketing Cloud.
* Worked on weekly Configuration changes on Triggers, Process Builder, Workflows and Community Portal functionality.
* Skilled at researching and documenting functional requirements and integrating multiple

sources.

* Adept at communicating with management, stakeholders and other key team members.Worked on software development life cycle (SDLC), waterfall, agile and scrum methodologies.
* Adept at communicating with Higher Management, Stakeholders and other key Team Members.

**Skills:**

* Salesforce, Siebel, Data Validation, Sales, Marketing, Call Center, Customer Service/Support, IVR/ININ Call Routing, Workday, ePharma.
* Role Hierarchy, Custom Objects, User Onboarding, Force.com IDE, Data Loader, eMedical, Transact SQL, C/C+, Java, HTML, HCM Tools.
* VB Script, Oracle 10g/11g, MS SQL Server, Toad, Scrum Agile, UML, MS Visio, LoadRunner, JIRA, Team Track, Test Director.

**Certifications:**

* Salesforce Certified Advanced Administrator (ADM 311)
* Salesforce Certified Administrator (ADM 201)
* Siebel Certified

**Professional Experience:**

**Salesforce, Dallas, Tx Jan 2020 – Present**

**Lead System Specialist/ Salesforce Administrator**

* Lead the Projects start to pilot and Go-Live Role-Based Access Control (RBAC) program for Org62.
* Worked on a implementing a Role-Based Access Control (RBAC) program for Org62 that will adhere to security principles of least privilege, while ensuring Users have the right access they need to do their job.
* Created and Managed Project plan on Remediation for all different Business Units through the Project Life Cycle
* Worked on Governance Model to sync Data Classification Object in Supportforce with Org62
* Work with Business to Gather their Requirements for a brand new Profile for Executive Assistants.
* Worked on Cases for their Approvals from Business Owners.
* Worked on the Profiles and Permission sets usage analysis to Deprecate some less used Profiles.
* Create new Objects and Fields in Data Classification to Sync with Org62
* Adhere and conduct all Scrum Ceremonies.
* Run SOQL queries to analyse the Data in Different Objects in Supportforce and Org62.

**CBRE, Dallas, TX Sep 2017 – Dec 2019**

**Lead Business Systems Analyst/Salesforce Administrator**

* Worked on 2 Salesforce Implementations Transact and Global Salesforce as a Sr Business systems analyst
* Led the Offshore team for Client Migrations to different Platforms and support
* Will be responsible for implementing and maintaining the Salesforce Configuration, schema, custom objects, Triggers and workflows across Sales Cloud instance.
* Run the Agile Ceremonies Daily Scrums and Sprint Planning
* Deploy Weekly Releases through Auto Rabbit.
* Manage and work on Case Queue as a Support for Users
* Go to Person for Business Ownership and take requirements for weekly releases.
* Developed and administer Skid pages on Force.com application.
* Worked with Business on Maintain Licenses for Salesforce.
* Resolved more than 2k cases in one year.
* Deliver config changes through weekly releases with no defects.
* Technical leadership in the areas of Applications, Configuration, Development, Support, User Interface design and deployment.
* Will be responsible for implementing and maintaining the Salesforce Configuration, Communities, Custom Objects, Triggers and workflows across Sales Cloud instance.
* Salesforce Lightening and core languages (Visualforce, Apex, and SOQL).

**Intuit, Inc. Plano, TX Nov 2012 – Aug 2017**

**Business Systems Analyst – Salesforce Administrator**

**Responsibilities:**

* Extensively work with Business to gather requirements and convert them to User stories in JIRA.
* Extensive Experience in interacting with the senior management, business and IT users.
* Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud. Good understanding of Software Development Life Cycle (SDLC), Waterfall, Agile and Scrum Methodologies.
* Conduct different operating mechanisms with Business to solve their problems and give them updates.
* Attend Daily Scrum meetings to prioritize the user stories in Agile Methodolgy
* Worked on Workday and Salesforce Integration project to sync user’s information from Workday to Salesforce.
* Extensive experience in Salesforce .com setup, Configuration, Customization, Administration, Data migration and Integration tools like Apex Data loader etc.
* In depth understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Opportunity Management, Support Process and Forecasting.
* Proficiency in Administrative tasks like maintaining Sharing and security rule, Creating Profiles and deactivating unused profile to minimize the task of maintenance.
* Onboarded Users to Salesforce by Business Units and man the war rooms for their Support.
* Created and Maintained LDAP Groups and configured Single Sign on (SSO) settings for salesforce users.
* Created and updated users, reports and dashboards to track pipeline/stages for management visibility.
* Resolved more than 5000 Service Now issues/Tickets as part of Production support process since 2012.
* Proficient in Process Automation: Implementing Workflows, Approval Processes, Process Builder, Auto Responses, Escalation Rules, Sharing rules and assignment rules for successful deployment of complex Business Process Automations.
* Experience in data migration from Legacy Systems using Data Loader and Informatica Jobs.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per Clients need and implement Knowledge Base to reduce the cases.
* Perform deployments to various Environments for weekly and monthly Releases in Salesforce
* Experience with tools like Force.com Explorer, Force.com Migration and Force.com Excel connector.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Experienced in using Perforce version control systems Force.com IDE
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
* Facilitate End User Demos and Facilitate Training sessions on the user stories for Sprint Releases
* Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.

**Key Accomplishments:**

* Resolved 5,000+ Service Now issues as part of the production support process.
* Designed and maintained LDAP Groups and configured a single sign-on (SSO) setting for salesforce users.

**Intuit, Inc. Plano, TX Jan 2012 – Nov 2012**

**Senior Business Systems Analyst**

* Generated/updated agent general profiles and CMS logins for new users to resolve softphone issues.
* Granted access and updated divisions in INQuira, re-enabled licenses for ProSeries Ready in the License Gateway, pushed assets for pushing assets for ProSeries, ProAdvisor and QuickBooks and maintained TY11\_F9 Templates in SYS, PDS and production.
* Executed the 10.1 Project Test Suite in Silk Central, tracked defects via Team Track internal tracking tool, generated quotes to test entitlements, tested order flow, scenarios, IVR softphone scenarios and production support.

**Key Accomplishments:**

* Enabled/disabled licenses for 600+ accounts; resolved 500+ issues through remedy ticketing.
* Resolved issues in production processes after going live in June.

**Xilinx, San Jose, CA May 2011 – Oct 2011**

**Siebel Lead Analyst**

* Integral contributor to the COMPASS 2A-Disti and COMPASS II Step Pricing Projects; involved in CRP 0/1/2, UAT and production.
* Ensured functionality by testing the quote function with additional step price quoting capabilities.
* Designed a master budgetary step price test quote for users to test scenarios; created test quotes for MVQ, SP and production.
* Analyzed quotes to determine if the quote line is picking the same parts in the pricelist.
* Developed test scripts and uploaded same to the test plan module in the quality center; tracked defects and logged same in the quality center for assignment to the IT team.
* Collaborated with users to test and resolve issues; tested scenarios as a rep and generated DDA as a distributor; notified the team and users on the status of testing; resolved defects in conjunction with the IT team.
* Tested scenarios where the pricelist will expire and sent notifications to users to approve renewals.

**Key Accomplishments:**

* Set-up the Tolerance Band in a production environment for 10,800 records manually.
* Worked on Quote to Cash and order processes in addition to end-to-end business process solutions.

**NetApp, Sunnyvale, CA Nov 2010 – May 2011**

**Siebel QA Analyst**

* Wrote and executed software system test plans and test cases; documented test cases relating to business rules and other conditions; oversaw system testing, regression testing and UAT execution.
* Spearheaded daily meetings with technical managers and test leads regarding schedules, resource management and activities.
* Validated the GEO’s and assigned the area, region and district to users; analyzed and documented test results in Agile SDLC.

**Key Accomplishments:**

* Tested applications and made enhancements through suggested modifications; investigated production bugs in the environment after the Dev team fixed the bugs; created traceability matrices in Excel and the quality center by integrating test cases.

**Move.com, Westlake Village, CA Jan 2010 – Oct 2010**

**Siebel QA Analyst**

* Provided resources for realtors, home builders, rental managers and advertisers for listing properties for sale.
* Ensured complex orders and quotes were accurate, complete and valid by providing a comprehensive solution.
* Wrote and executed software system test plans and test cases; utilized Mercury to develop test scripts and Web apps.
* Enabled businesses to develop, manage and deliver dynamic product catalogs across all channels; defined and classified products and configured pricing and product rules with the ability to assign marketing personnel to product data for presentations.
* Reduced inaccuracies in orders and ensured resources are properly managed and customers are presented with the proper products; analyzed and documents test results to gain an understanding of deliverables within SDLC.
* Investigated email responses to enabling sending of automatic emails to customers; interfaced between third-party systems and Siebel; involved with defect tracking processes; retested the bugs that were fixed to ensure functionality.

**Key Accomplishments:**

* Tested product catalog applications enabling businesses to develop, manage and deliver dynamic product catalogs.

**Bank of America, San Francisco, CA Jul 2008 – Dec 2009**

**Siebel Developer / QA Analyst**

* Oversaw visibility of data and the customization of UI through configurations; restricted user access to Prime Brokerages.
* Tested applications via written test cases; utilized Quick Test Professional for regression and functionality testing.
* Complied with client suggested modifications to make enhancements to applications; wrote the test plan for the application.
* Populated currency and price list fields based on the primary address country via eScript.
* Designed and modified applets created business components and linked same to business objects; cloned applets and changed related barcodes; removed any non-PB fields from the applets.
* Configured email profiles and all response groups for email purposes; added message categories to the catalog; created access groups for catalogs; modified the eScript to send email notifications to users who logged into the system.
* Generated custom business services to meet the defined parameters required for workflow while sending emails upon pushing the order into the Lawson application; loaded accounts and address information via EIM processes.

**eBay, San Jose, CA Mar 2007 – Jun 2008**

**Siebel Analyst**

* Collaborated with the onsite team to obtain project requirements, gather and communicate the project status to the offshore team and coordinate project updates, work assignments and daily activities for daily testing.
* Identified outstanding issues in user requirements and specifications; utilized the quality center for defect tracking and reporting.
* Utilized the SQL queries to test databases and verify proper data population.
* Designed and updated opportunities and agreements; performed functionality, integration and system testing.
* Interacted with developed to report and track defects within the quality center; created status summary reports outlining executed, passed and failed test cases; provided regular test reports to management.
* Reported outstanding bugs to the developers for resolution; investigated defects in the software and interacted with developers to expedite resolution to technical issues.

**Key Accomplishments:**

* Gathered requirements and converted same to FSD and test plans; executed end-to-end responsibilities.

**Education:**

* Bachelor of Computer Science, Kakatiya University, Warangal, India