**MOUNIKA TAMATAM**

**Salesforce Developer**

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**SUMMARY**

As a Salesforce Certified Professional, I have a total of 8 years of experience in IT, with 5+ years of experience in Salesforce.com and Force.com. During this time, I have gained extensive experience in configuring, customizing, integrating, building communities, and migrating from classic to lightning. I have also developed lightning components using the lightning design system.

* Proficient in integrating Salesforce with external systems using REST API, SOAP API, and other web services.
* Experience in designing and implementing custom integrations using Apex code and third-party middleware.
* Experience with Salesforce Lightning UI and developing Lightning Apps using Lightning Design System, Lightning App Builder, and Lightning Component features.
* Proficiency in developing Lightning Components using Aura Framework, enabling Aura Framework by adding Aura Attributes and Aura Handlers for Events, and using client-side and server-side controllers in Lightning Design.
* Experience with hands-on development of Salesforce Lightning Components using Aura Framework and Lightning Web Components (LWC).
* Experience in migrating from Salesforce Classic to Lightning Experience and updating existing Visualforce pages and Apex classes to use the Lightning Experience UI and Lightning Components.
* Knowledge and experience in configuring and working with CPQ (Configure, Price, Quote) tools such as Apttus CPQ, SteelBrick CPQ, etc.
* Experience in configuring Apttus CPQ and working with Apttus objects to create quotes,
* Experience with Salesforce Sales Cloud administration/configuration, Apex, Force.com APIs, data loads, and development.
* Proficient in using Jenkins for continuous integration and deployment (CI/CD) of Salesforce applications.
* Experience in configuring and maintaining Jenkins pipelines for Salesforce development, testing, and deployment.
* Experience in using JIRA for agile project management and issue tracking.
* Proficient in creating and managing JIRA issues, workflows, and reports.
* Skilled in using Git version control for source code management and collaboration.
* Familiarity with Github for hosting Git repositories, managing pull requests, and tracking issues.
* Experience working in agile development environments using Scrum or Kanban methodologies.
* Familiarity with agile practices such as user stories, sprint planning, and retrospectives
* Experience in Administration, Configuration, Implementation, and support experience with Salesforce platform.
* Hands on experience in implementation and configuration of Conga/Apttus CLM & CPQ on Salesforce platform.
* Experienced in configuring Products, Price lists, Bundles and Bundle Pricing, Attributes and Constraints Rules.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Opportunities, Quotes, and Quote Line Items.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Exposure towards all phases of Software Development Life Cycle (SDLC).
* Experienced in working on methodologies such as Agile-SCRUM.
* Created several reports and dash boards.
* Experience in Conga Composer.
* Experience in Service cloud working with ticketing system in customer portal.
* Involved in configuration, Implementation of Force.com.
* Used Data loader for data management in Force.com platform.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Expertise in Conga Managed Packages.
* Experience in Omni channel.
* Experience in Sales and Service cloud.
* Worked on Conga CPQ configuration and integration.
* Implemented CPQ solution using Conga CPQ and Contract Management (CLM) for various customers in industries.
* Worked on SAP CRM with good exposure to sales, service, and marketing modules of CRM and a good understanding of CRM user interface architecture.
* Experienced in all phases of Software development life cycle (SDLC), quality management systems, and project life cycle processes.

**CERTIFICATIONS**

Salesforce Certified Administrator (201).

**EDUCATION**

**Executive Masters Information technology & PhD IT [2019]**

University of the Cumberland’s, KY

**Masters Information technology [2016]**

NPU, California

**Bachelors in Electronics and Communication Engineering [2014]**

Jawaharlal Nehru Technological University, Hyderabad, India

**Technical Skills**

**Apttus CLM & CPQ:** Product Installation, X-Author, Agreement Rules, Agreement Protection, Templates, Clauses, Agreement Document Output Formats, Query Templates, Merge Fields, Agreement Clauses, Configuring Products & Pricing, Bundles & Bundle Pricing, Attributes & Constraint Rules, Comply System Settings, Basic System Setup.

**Force.com**: Salesforce Lightning, Lightning Components, Users & Profiles, Chatter, Data Loader, Custom Fields, Workflows, Security & Access, App Exchange, Approval Process, Email Notifications, Email Templates, Dashboards, Reports, Page Layouts, Flow builder, Validation Rules, Out Bound Change sets, Queues, Views, Apex & Visualforce Pages, Salesforce CPQ [ Products, Bundles, Pricing, Discounts, Quotes, Templates]

**Tools:** Force.com, Visual Studio.Net, SharePoint, Eclipse

**Operating Systems:** Windows 10/8/7/Vista/XP, UNIX/LINUX

**Management Tools:** MS Project, MS Office, MS Outlook, MS SharePoint

**PROFESSIONAL EXPERIENCE**

**Cloudely Inc**

**Client: Cigna/Express Scripts. – California Nov 2021 to till now**

**Role: Salesforce Lighting Developer**

**Project 3:**

**Responsibilities:**

* Lightning Web Components (LWC), Aura Framework.
* Implementation and configuration of Apttus CLM on Salesforce platform.
* Configuration and Implementation of Templates using Apttus X-author.
* Worked on pub sub modules to communicate between LWC components along with API decorators.
* Experience on writing jest tests for LWC components for unit testing at client side.
* Worked on LWC lightning data service by using wire service (wire adapter) to fetch data from server side and performed CURD operations.
* Build various LWC components, decorators and variables. Adding validations to LWC
* Making use of LWC to display the Toast message and refreshing page using lightning web components. Making use of LWC Combo box Event.
* Calling Apex method in LWC, lightning spinner and Modal / popup in LWC
* Code Review for the Apex Classes and Triggers/VF page / Lightning Component Development (LWC).
* Worked on LWC in whole this community project.
* Developed SP deactivation model using LWC.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Implemented Salesforce Lightning Web Components for small set of users within the organization.
* Worked on both lightning frameworks Aura and LWC.
* Experience on Salesforce Lightning UI using Aura Components and LWC.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Implemented and configured Field Service Lightning (FSL), Lightning Flows.
* Used Field Service Lightning (FSL) enables businesses to unite customers, connected devices, agents, dispatchers, and employees in the service field with one powerful service platform that delivers a seamless customer experience with field service.
* Implemented Field Service Lightning (FSL) in Service Cloud and customize Field Service.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Worked on Soap API and Rest API to design and support web services platform.
* Developed the batch process to load data from the external system to salesforce.
* Worked on Community Cloud (Experienced Cloud) Cloud implementations in two different portals.
* Copado enabled faster, error-free releases with continuous integration and delivery (CI/CD) technologies.
* Integrated Salesforce.com to back-office systems for bi-directional data exchange using Jitterbit Data Loader that automated information exchange to the back-office Oracle databases.
* Used Jitterbit Data Loader service for loading the data into Salesforce Application using CSV files.
* Worked on creating conga Clause types, Clauses, Queries, Generating Solutions, and creating templates using template builder.
* Created Conga documents and generation process.
* Salesforce Marketing Cloud Administration, Configuration & Setup.
* Developed DocuSign integration for conga documents for E-signature.

**Project 2: Jan 2020 to Oct 2021**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed Apex classes, Apex triggers and Controller classes for various functional needs in the application.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Build Lightening controllers with the AURA framework.
* Developed and deployed Process builder, Workflow rules and implemented Approval Processes.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Performed Steelbrick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using Steelbrick CRM.
* Integrated Steelbrick and Salesforce integration for automating quoting, contracting and billing process.
* Configured complete PLI with different charge types and charge type criteria combinations for all the products and services using Steelbrick CRM.
* Hands on skills in Steelbrick CPQ, with contributions towards tool enhancements, business logic changes and process changes as to support the organization.
* Worked on Salesforce CPQ (Steelbrick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Created Page Layouts to organize fields, custom links, Buttons, related lists, and other components on record pages.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Knowledge of Apttus development.
* Strong understanding of Salesforce standard objects and Apttus CPQ application.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Experience in Apttus CPQ, LDAP and Integration with Share point.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Experience with CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Full SDLC designing and implementing Salesforce or other CRM platforms (Siebel, Oracle, Microsoft), and/or CPQ, Apttus, Steel brick technologies.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Developed integrations to integrate data from Salesforce.com using SFDC APIs.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookup, master-detail relationships, validation, and formula fields to the custom objects.
* Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
* Wrote Case Escalation Rules to escalate cases depending on the time frame and difficulty of the case issues

**Project 1: June 2018 to Dec 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Requirements gathering and doing configuration and customization according to business requirements.
* I was involved in the estimation and analysis for migration from classic to lightning and created custom objects and custom fields in the Lightning experience.
* Involved in creating a component for custom buttons that are not supported in lightning.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in the lightning experience.
* Translated Email templates, visual force pages, and custom objects/fields using Custom labels and a translation workbench.
* Involved in developing Salesforce Lightning applications using Lightning Web Components, Controllers, and Events and using custom CSS in the components.
* Developed Lightning Component Framework and built Lightning web component using aura framework.
* Built reusable UI/UX components with Lightning Web component framework.
* Designed Lightning pages by using LWC and Lightning message service to communicate with other frameworks in lightning pages.
* Experience in using Copado for deploying the code from sandbox to production.
* Experienced in implementing Lightning components, Visualforce pages, Web Services, Components, Tabs, Custom Objects, Reports, Analytic Snapshots, and Dashboards to achieve complex business functionalities.
* Maintenance of installed Managed Packages in Lightning using Apex.
* Written Apex Triggers on Account contact and opportunity to automate business processes.
* Written Apex Classes, Batch Classes, and Schedule classes according to the business requirement.
* Written helper classes support for Apex Triggers.
* Worked with SOQL, and SOSL queries with Governor Limitations to store and download the data from the Salesforce.com platform.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, and CPQ with Steel Brick.
* Handling view state errors in Visualforce pages.
* Developed Visualforce pages using standard controller, Custom controller, and extension controller.
* Involved in daily Stand up meetings, Scrum. This resulted to bring good solution to the business requirement.
* Configured and worked on applications from the App exchange like EchoSign, Conga builder, and case age business hour app.

**Perigon Infotech Inc. – North Carolina. Jan 2018 - Jun 2018**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Implementation and configuration of Conga CLM on Salesforce platform.
* Configuration and Implementation of Templates using Apttus X-author.
* Experience in detailed writing of unit test cases in word and Excel.
* Worked on various Salesforce standard and OOB objects like Accounts, Contacts, Agreements and Agreement Document Output Format.
* Created various custom fields, Query templates, custom buttons, flow builder and custom settings.
* Configuring Clause level Approval rules to match the criteria and conditions.
* Participated in QA, UAT and Production releases.
* Migrated Templates using Template Migration Tool.
* Experience using Apex Data Loader to load data into Sales force.
* Worked on standard and custom objects on the Salesforce.com (SFDC) with a deep intent to meet the requirements and enhancements to the existing system architecture.
* Customize fields, roles, new users, sharing rules, page layouts, record types, validation rules, workflow rules, reports, and dashboards.
* Experience working with Adobe Sign and DocuSign to Salesforce Integration.
* Experience in custody transfer for group of users in DocuSign.
* Provide high quality support via both email and ticket system.
* Configure templates according to the customer requirements and design.
* Experience in creating bulk records using Conga X-Author Excel for bulk Opero fax systems.
* Created several Custom Reports on fields, templates and profiles to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Participated in Training sessions to end users.

**Client: Data Boss International Inc. – New Jersey March 2017-Dec 2017**

**Role: Java Developer**

**Responsibilities:**

* Designed and developed user interface using JSP, HTML, Servlets, JavaScript.
* Designed and implemented Struts Validation Framework.
* Implemented struts Action class and helper classes for performing business logic.
* Performed application deployment on WebLogic Server.
* Performed client-side validations using Java Script.
* Performed Unit testing.
* Preparing and maintain the project artifacts.
* Developing the Environment setup by creating the Web Logic Application Server Domains, Configuring the administration settings.
* Working with Version Control System to maintain the Project Artifacts.

**Client: Cloudely Inc, India. June 2014 to Sep 2015**

**Role: Java Developer**

**Responsibilities:**

* Design and development of Human Resource Management System HRMS for HR team using Core Java, JSP, Servlets, Tomcat and SQL Server database.
* Human Resource Management System provides enough information about their employees to management.
* System facilitates various modules: Employee Registration, Salary Detail, Leave Detail, Performance Detail, Full and Final Settlement, Training Detail, Attendance TITO, Company's resources, and Visitor's tracking.
* System generates some reports for the management to analyze employee's performance, salary detail, department wise salary and department and designation wise employees, skill details.
* Design the various modules of the application.
* Develop the web pages in XHTML using JSF tags.
* Used validators and converters for the application instead of using JavaScript for validation.
* Implemented the managed beans and the service implementation for the application.
* Participated in various phases of SDLC.
* Used JDBC for database connectivity and manipulation.