**PallaviKammari**

**PROFESSIONAL SUMMARY:**

* 8+ Years of experience in IT Industry with 6+ years of experience in the Salesforce.com CRM,
* Force.com platform and around 2+ year of experience in PHP Technology.
* Experienced with customer portal, case management, knowledge base and customer communities and service account management.
* Participated in all stages of Software Development Life Cycle (SDLC) i.e., System Analysis, Design, Development and Testing using Agile Methodology..
* Well versed in analyzing company processes, translating business workflows into accurate Salesforce.com workflows and configuring Salesforce.com to meet business needs.
* Good Administration experience on CRM Applications like Data Exports & Imports, Application Support, Security Administration, Maintenance, and User & Security Management.
* Created queues, public groups, email templates, custom, reusable Lightning Components and Applications. Designed and modified Approval process and created Approval steps which uses email alerts and field updates.
* Good understanding of various technologies like HTML, CSS, JavaScript, SOAP API and REST services.
* Good understanding of implementing escalation rules, automatic case generation and escalating them to call center representative and generating email alerts for quick issue resolution.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Good working experience in various capacities such as Salesforce developer, Salesforce Administrator and involved in various phases of entire project from requirement gathering, architecture development and implementation and training the end users.
* Excellent at analyzing and designing business process and workflows.
* Excellent Facilitator and Meetings Coordinator with excellent inter-personal and conflict resolving skills.
* Experienced in web applications such as Servlets, JSP, HTML, JDBC, and PHP.
* Excellent understanding and knowledge of Financial Statements, Options, Equities, Futures, Cash Flows, Financing Structures, Capital Management, Portfolio Analysis, Stock Valuation, Bonds and Derivatives.

|  |
| --- |
| **Education & Certifications** |

* Bachelor of Technology in **Computer Science and Engineering** in First Class with Distinction from Jawaharlal Nehru Technological University, INDIA.
* **Salesforce Certified Administrator (WI21)**
* **Salesforce Certified Platform Developer I (WI21)**

**PROFESSIONAL EXPERIENCE:**

**Client:** Charter Communication April 2020 – Till date

**Location :**Denver CO

**Salesforce developer**

**Responsibilities:**

* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force

pages to develop custom business logic.

* Customized application to extend Salesforce functionality and wrote Apex Classes to

provide functionality to the visual pages.

* Experience working in service cloud, supporting cases, developed workflows and

triggers for automated case resolutions.

* Designed various WebPages in Visual Force for customers to select a variety of services

offered by the org and integrate them with the pricing team.

* Involved in UI and DB Design for Mobile application.
* Involved in replication of Salesforce CRM data to SharePoint.
* Created and used Email templates in HTML and Visualforce.
* Involved in all the phases and pre-production/production support activities.
* Used SOQL &amp; SOSL for data manipulation needs of the application using platform
* database objects.
* Responsible for setting up web service integrations.
* Implemented Inside sales telephonic plug-in application implementation.
* Written required documents on business needs.
* Created Users, Roles, and Public groups and implemented Role hierarchies, Sharing
* Rules and Record level permissions to manage sharing access among different users.
* Managed security settings of the users.
* Interacted with Business Team on day to day basis to translate the business
* requirement into functional requirements.
* Implemented/Implementing Security Settings and configured profiles and permission
* sets.
* Involved in design and development of different views and page layouts for different
* profiles.
* Involved in Data load operations using Force.com Apex Data Loader.
* Worked on the security level setting in the company for all the levels.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Used force.com connects to interact Salesforce with lotus notes to insert contacts and
* add the emails and also integrate the chatter with same time (a feature for messaging
* within lotus notes) which is used within Site.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads,
* Opportunities, Cases, Solutions, Knowledge, User specific Reports and Dashboards.
* Worked closely with sales team and business analysts and performed detailed analysis
* of business and user requirements, designed the solution by customizing various
* standard objects of SalesForce.com (SFDC)

**Client**: Thermo Fisher Scientific Aug, 2019 to March2020.

**Location**: Lenexa, KA

**Salesforce Developer/Administrator**

**Responsibilities:**

* Worked in enhancing deal request application by introducing new deal types that used new approval workflow for sending notification, new validation rule
* Was the lead point of contact to business users to gather business requirements and post- implementation for training and user adoption
* Involved in moving more than 200 community users to Force.com users that required new profile creation, understanding Create, Read, Edit and Delete access, record type and page layout
* Did data migration using Data Loader and also ran scripts in changing record types of accounts and contacts based on change of their types
* Entirely configured the Salesforce security for creative users using profile, role hierarchy, sharing rules and public groups
* Prepared senior management reports and dashboards to brief the user adoption and usage of Salesforce application and recommended ways to increase adoption
* Worked as a functional Customer Relationship Management (CRM) analyst to understand the legal business requirements and worked along with vendor for launching APTTUS CLM project
* Was involved in the development pages using Visual force, JQuery and CSS.
* Worked with Salesforce.com Reports, Dashboards and deployed several Reports using Salesforce.com platform.
* Involved in customization of various Visual Force Pages for Salesforce users as per requirements.
* Involved with Solution Engineer and IT team in building a viable solution to capture unique requirement of deal terms in APTTUS
* Closely worked with business and IT team on template breakdown sheet to identify the contract template, configuration of the template
* Worked with team to understand the complexity of the legal requirements and identify the conditionality and combination that had to be coded and configured in Salesforce
* Followed the hybrid of Waterfall and Agile methodology

**Client**: Windstream June,2018 to July,2019

**Location**: Little Rock ,AR

**Salesforce Developer/Administrator**

**Responsibilities:**

* As a Salesforce Admin/Developer and SME coordinated with customer in understanding the requirements and ensured timely delivery by closely working with the team.
* Implemented Sales Cloud and incorporated the enhanced features as required to streamline the business process.
* Implemented new customer support solution using Salesforce.com Service cloud.
* Maintained and improved existing Salesforce implementation.
* Served as a liaison between SME's, Project Manager, IT and QA leads and stakeholders to ensure accuracy in the business implementation.
* Participated in weekly meetings with key stakeholders in preparing Gap analysis, Risk analysis, prioritizing pain points, project planning and identifying project scope.
* Managed SFDC roadmap, including portfolio and project management, backlog review meeting, sprint planning, and release management.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Used JavaScript, CSS and style sheet for the visual force page and developed HTML to create Custom Email Templates inside Visual force page.
* Created test scenarios in Sandbox environment and moved packages between Sandboxes and Production environments to place final implementations.
* Responsible for writing user stories in JIRA, testing them, creating and maintaining backlogs and sprint reports.
* Reported about issues in development and affected timelines to the management much in advance to mitigate risks.
* Created validation rules to check the accuracy of data entered by the user and display appropriate message dialogue based on the validation criteria.
* Travelled off site to train Sales Cloud & Service Cloud users on Best Practices and organizational process.
* Experienced in change sets in deploying the code form sandbox to production.
* Worked with various custom objects like Assignments, Projects, Regions, Expense Reports, Time cards, Expenses, Work, Resource requests and milestones.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the Informatica On-demand.
* Implemented Case Assignment Rules to direct the case to appropriate groups.

**Client**: T-Mobile Dec,2016 to May,2018

**Location**: Seattle, WA

**Salesforce Developer/Administrator**

* Performed the roles of Salesforce.com Administrator and Developer for the organization.
* Developed various Custom Objects and Tabs..
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Workedon developing SOAP and REST apex web services classes and tested using tools like SOAPUI and Workbench.
* Developed UI using CSS, HTML tags and used JavaScript
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Involved in Data mapping specifying which data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Created and used Email templates in HTML.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.

**Client**: BCBS Feb, 2015 to Nov,2016

**Location**: Rhode Island

**Salesforce Administrator and Business Analyst**

Responsibilities:

* SFDC requirement elicitation, converting business requirements to technical specifications,
* designing the solution and work closely with Stakeholders, Architects, Developers, QA and
* Deployment teams.
* Configured Salesforce.com to meet business requirements-including fields, page layouts,
* workflows, approvals and validation rules.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using
* Eclipse.
* Developed and configured various Custom Reports and Report Folders for different user
* profiles based on the need in the organization.
* Worked in software engineering/delivery environment as part of an agile team that followed
* modern Dev Ops practices around continuous delivery, testing, and maintenance.
* Worked in Data Migration from Traditional Applications to Sales Force Using Data Loader
* Utility.
* Created new Custom Objects, Assigned Fields, Dependent Pick-lists, Record Lists, Custom

tabs, Components and Custom Apps.

* Worked extensively on Accounts, Contacts, Leads, Opportunities and Activities.
* Customized Objects for Layouts, Record Types and Validation Rules.
* Involved in Case Management with Workflow &amp; Approval Process.
* Role hierarchy for Salesforce.com Applications.
* Implemented Field Level Security for sensitive data fields.
* Created Queues, Public Groups and Email Templates.
* Created Summary reports, Matrix reports, Charts and Dashboards to assist the business team.

Environment:

SalesForce.com CRM Application Platform, Roles, Validation Rules, Workflows, Data Loader,

Agile, Security controls, S- Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval

Processes, Email, Messaging, Dashboards, Reports, Eclipse, HTML, CSS,

**Client**: Awesome solutions Jan,2013 to Dec,2014

**Location**: Hyderabad, India.

**Role**: PHP

**Description:**

The TOTSOL System is developed to enable the selling and buying of products online through the internet. The main aim of the project is to provide service smart security to the customers. This system provides good and efficient information and thus making the service smarter. The primary use of the portal developed for Total Solutions is best used for selling books and its accessories online. The main operation involved in this system is to track and manage the inventory in-house, sell the products online and track the order. ECP will be the tool that keeps an eye on every transaction which happens for any product sold and the increase and decrease of the inventory. It provides an end-to-end solution to sell and manage. By following this approach, the information can be accessed from anywhere just with a mouse click. This helps the users by saving a lot of time and providing the user with up-to-date information.

**Awesome sol search Engine (http://awesomesolutions.co.in):**

The project is used for maintaining the advertisement for each client’s products. Before providing a schedule to the customer the administrator gets the full information about the customer meanwhile the employee details are also maintained here. Employee maintains the advertisement according to the customer needs. It manages both print and online ads, as well as fixed and local Spaces. It automatically provides your agents with information on up-selling opportunities.

**Roxy Flour Mill (**[**http://roxyflour.com**](http://roxyflour.com)**):**

The Roxy Flour Mills Project is a static project which describes its functionalities. The Services, Products, Management, and Quality are described in this project.

**Responsibilities:**

* Web design and development of applications using Java & J2EE technologies.
* Troubleshoot and fix any issues relating to PHP programs.
* Create scripts to facilitate client systems to meet performance and objectives.
* Test and develop software for client applications.