B Pallavi

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CAREER OBJECTIVE:

To be associated with a progressive organization, which provides challenging and creative environment, where I can utilize my knowledge and skills for the development of the organization and personal growth.

PROFESSIONAL PROFILE:

Current Organization: **IBM India Pvt. Limited** with Total 7.6 years of experience.

Working as an Advisory Consultant in Salesforce Development Project.

Having an "Onsite" experience of 6 months in "Mexico".

SALESFORCE EXPERIENCE: (3.6 Years)- Currently Working

- Involved in requirement analysis and design involving the customer interactions,creation of user stories in Jira and software design documentation.
- Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Process builder, Workflows, and Approval Processes for automated alerts
- Developed custom business logic using Apex Triggers, Apex Classes and Lightning Components
- Involved in Unit Testing and wrote Test Methods.

SIEBEL EXPERIENCE: (4 Years)

- Worked in Siebel Industry applications like Siebel ePharma, Siebel eClinical, Medisource Application.
- Have technical proficiencies and hands-on experience in Siebel Configuration, Siebel Integration, Siebel Open UI, Siebel Scripting, Siebel EAI, Siebel Workflows, Workflow Policy, configuration of BCs, BOs, Applets, MVGs, Links, Joins, Picklist, Run Time Events, Personalization, Siebel Scripting (Server side and Browser side scripting), Server and Client-Side Business Services.
- Has worked in development project, involved in various stages of the project life cycle including requirement analysis, designs and technical implementations, and has been engaged in application development, maintenance, and deployment.

SALESFORCE CERTIFICATION:

1. **Salesforce Certified Administrator**
2. **Salesforce Certified Platform Developer 1**
3. **Salesforce Certified Service Cloud Consultant**
4. **Salesforce Certified Community Cloud Consultant**
5. **Salesforce App Builder**

WORK EXPERIENCE: (7.6 Years)

Advisory Consultant
IBM India Private Ltd.
February 2021 – Present

1. <u>**Project Description:**</u>

Working on Service Cloud and implementing business requirements using Batch Class, Scheduler Class, Queueable Class, Rest API, Apex Class and Custom metadata. Working on end-to-end implementation of Inbound and Outbound Web services. Deploying components via Git using Visual Studio Code.

<u>Responsibilities: -</u>
Involved in requirement analysis, creation of user stories in Jira and Design documentation.
- Working in Rest API Services.
- Developed Custom business logic using Apex Classes, Batch Classes and Lightning Components for various functional needs.
- Ensured consistency of usage conventions, compliance with best practices, and integrity of data
- Deploying components from Sandbox to Production using DevOps deployment process.
- Involved in Unit Testing and wrote Test Classes.

Associate
Cognizant Technology Solutions
September 2015 – February 2021

2. <u>**Project Description:**</u>

- Involved in requirement analysis and design involving customer interactions.
- Design Documentation.
- Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Process builder, Workflows, and Approval Processes for automated alerts, Field updates, and Email generation according to application requirements with Salesforce CRM.
- Developed Custom business logic using Apex Classes, Triggers and Components for various functional needs.
- Involved in Unit Testing and wrote Test Methods.

3. <u>**Project Description:**</u>

Had an experience of 6 months in Onsite in this project. This project is based on providing waivers and favors to the end users. Working on SiebelIP15 Version. Application is integrated with different systems. Project is mainly based on Siebel Integrations.

Project Exposure:

- Working in 'Agile Methodology'.
- GIT Hub Exposure
- Rally Tool Exposure
- SABRE Tools Hands-on Exposure
- Putty Tool Hands-On Exposure
- WINSCP
- Everyday Client dealing on Daily scrum calls at Onsite.
- Hands on Exposure in Workflows, Integration, Scripting and Configuration.

4. Project Description:

This project is based on development of epharma application with configuration and escripting. Also was a part in implementing upgrade from Siebel 8.1.1.11 to Siebel IP15.

Roles and Responsibilities:

- Played the role of the configuration team member and had hands on in Siebel Configuration including configuration of BCs, BOs, Applets, MVGs, Links, Joins, Picklist,
- Run Time Events, Personalization and Siebel Scripting (Server Side and Browser side scripting), Business Services, Siebel Workflows, Workflow Policy, Integration Objects and Components.
- Enhanced Siebel Open UI experience by custom Aurora Open UI theme.
- Involved in creation of Project plan and detail tasks for Upgrade and gathered requirements for UI enhancement post upgrade from client.
- Resolved post-upgrade UI configuration and scripting issues.
- Created & Updated Technical Design Document, Impact Analysis Document, Code Review Document, Unit Testing Document, Traceability Matrix.
- Involved in bug fixing and smooth deliveries during the System Test and UAT period for releases.

5. Project Description:

Have worked for Japanese clients for creating a Japanese Medisource application. In this Project we have developed a new Japanese application. The application is mainly based on translation.

Roles and Responsibilities:

a. Configuration: Developed Custom Objects like Screens, Applets, Views, Fields, Controls, Picklist, MVG, Pick Applets etc. Also, the Translation related configuration changes in Siebel can be handled by me.

b. Deployment: Migrated components from one environment to another environment.

c. Documentation: Worked in preparing Technical Specific Document, Impact Analysis Document,

d. Code Migration Document

e. Worked on eScripting

EDUCATIONAL QUALIFICATIONS:

QUALIFICATION	BOARD	SCHOOL/COLLEGE	YEAR OF PASSING	PERCENTAGE/CGPA
B. Tech (Electronics And Telecommunication)	BPUT	C.V. Raman College of Engineering	2015	8.89
12th	BOARD OF INTERMEDIATE EDUCATION, A.P, HYDERABAD	Narayana Junior College, Visakhapatnam	2011	97.3
10th	ICSE	A.D.L.S Sunshine	2009	82.4

SCHOLASTIC ACHIEVEMENTS:

- Awarded with Platinum, Gold and Silver certificates from BSNL (Telecom Domain) on completion of its training
- Secured 1st position in Texas Instrument Innovation at National Level
- Qualified BEC (Business English Certificate Preliminary) exam with certificate of merit.
- Completed Analog Design, Digital Design and Mixed Design in VLSI course.
- Awarded with gold, silver and bronze medals in Athletics in 100m, 200m and 400mrace
- Summer Internship at 'The Tinplate Company of India Limited'.

HOBBIES:

- Playing Badminton
- Travelling

PERSONAL DETAILS:

Mother's Name   : B Rama Sundari
Father's Name   : B Rajeshwar Rao
Date of Birth   : 7th August 1993
Gender   : Female
Languages Known   : English, Hindi, Telegu,
Oriya Religion   : Hinduism
Nationality   : Indian

DECLARATION:

I hereby declare that the information furnished above is true to the best of my knowledge.

Place: Bangalore   B Pallavi
Date: (Signature)