**SUDHEER MYLAVARAPU**

**(Salesforce BA -US B1/B2)**

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| **Contact Number** | **+91-9032681456** |
| **Current location of the candidate (City/Country)** | **Hyderabad, India** |
| **Email Address** | **Sudheermylav@gmail.com** |

**PROFESSIONAL SYNOPSIS**

* Around 5.4 years of experience with around 3.7 years of experience in Salesforce.com Consulting, Business Analysis, Administration, Configuration, Data Migration.
* Hands on experience in creating custom objects, custom fields, relationships, page layouts, custom apps, custom tabs, reports, dashboards, buttons, links, Record types, Page layouts, User Profiles, Permission Sets, Role Hierarchy, Organization wide defaults, Sharing Rules, Approval Process, Process Builder, Email Templates, Work flows, Validation Rules, Custom Labels and various other components in accordance with business requirements.
* Have involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, architecture design, development, data migration, enhancements, testing, deployment, and maintenance for SFDC projects.
* Acquainted and well versed with CRM processes like Sales Cloud, Business Processes and recommended solutions to improve their processes using SFDC.
* Proficient in Data Migration from Traditional Applications to Salesforce using Data Loader, Import wizard.
* Experience in working with Salesforce.com sandbox and production environments.
* Experience and good understanding of Lighting Experience, Lightning Components and its features, and completed badges in Sales force Trail Head.
* Expert in generating and analyzing custom reports and dashboard for management and various business unit personnel to provide detail information on key performance indicators.
* Excellent team player and executes task under less supervision.
* Strong business acumen, problem solving and presentation skills.
* Multi-cultured Team Player with complete flexibility to work independently as well as in a team and have quick grasping capabilities to work with the newly emerging technologies.
* Good communication, interpersonal and quick learning skills with proven ability to adapt to different project environments.
* A quick learner to new concepts, Applications and implement them in the project successfully. Self-sufficient, flexible, and motivated team player capable of managing several activities simultaneously and accustomed to working in both large and small team environments.

**Technical Skills**

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| Salesforce Technologies | Salesforce CRM, Lightning. |
| Salesforce Tools | Data Loader,Einesten Analytics, Work bench,Extensions |
| Operating Systems | Windows Vista/Windows 7, |
| Tools | MS Office,TOSCA |

**ORGANIZATION EXPERIENCE**

**Project: (March 2019 to till date)**

Company : Deloitte  
 Job Type : Contract  
 Payroll company : TekSystems

Location : Offsite

Domain : CRM

Role : Business Analyst

**Project 1:**

**Name: Account Planning and Performance Management**

**Client: Deloitte**

**Role: Sales force BSA**

**Project Description:**

GCJ & NWE account planning enables all the account managers of Deloitte to plan the revenue planning for Global crown jewel & North West Europe customers. The project has account workflows which have account approvals with multiple stakeholders across multiple member firms spread across different geographies across Deloitte.

Performance management is a Salesforce CRM solution to carry out the performance cycle of an employee. The evaluation process from Goal setting to Ratings getting finalized by the management team and an employee is carried via this application.

**Responsibilities:**

* Attend the Scope review and plan the story points for user story
* Drafting the Acceptance criteria for each user story and get confirmation from Stakeholders.
* Go through the requirements and raise queries for clarification.
* Drafting the test cases to cover the all the acceptance criteria for the user stories.
* Track the all the requirements and Bugs through VSTS tool.
* Test all the user stories in SAT, UAT and Production (Smoke Testing).
* Prepare the Regression test suite and do the Regression testing.
* Worked on Support tickets from production and Analysis items.
* Prepare the UAT Guide and publish to Stakeholders.
* Attend regular Scrum calls, Retrospective meeting, Sprint Planning and UAT kick-off calls.
* Worked on Sales force Release changes testing in UAT.
* Worked on CIR Data upload.

**Skills**

* Good Working Experience in **Salesforce Lightning environment**
* Good understanding of entire **SDLC**, **STLC, Bug Life Cycle and Scrum Framework**
* Attending **Sprint Planning**, **Sprint Review** and **Sprint Retrospective**.
* Strong Hands on in identifying **Acceptance Scenarios** and well versed with detailed **Test Cases**.
* Good Experience on **System Accepting Testing, User Acceptance Testing, Regression testing and Smoke Testing, System Integration Testing.**
* Testing Experience on **Reports** and **EA Dashboards**.
* Worked on Data Quality Checks **Reports vs EA Dashboards.**
* Worked on **Sales force Release changes** testing in UAT.
* Good Experience on **VSTS** for Project Management and **Defect Tracking**.
* Good Experience on **CIR Data Upload.**
* Implemented **Security and Sharing Rules** Using **Profiles, Permissions**, **Sharing settings.**
* Worked on the designing of **Custom objects, Validation Rules, Custom fields, Custom Settings, Page layouts, Record types, Custom Tabs**.
* Experience on **Data Management** by using **Data Loader** and **Import wizard**.
* Experience in **Change sets** for Deployment.
* Have Good understand on **Sales cloud** and **Service Cloud**.
* Worked on **Case Management** to Record, Track, Solve customer issues in Service Cloud.
* Worked on **Data Migration** projects using **Data Migration workbench** tool.
* Have Good experience on **Production support** and **Maintenance.**

**Project 2:**

**Name: Client Engagement Acceptance  
 Client: Deloitte**

**Role: Salesforce BSA**

**Responsibilities:**

* Attend the Scope review and plan the story points for user story
* Drafting the Acceptance criteria for each user story and get confirmation from Stakeholders.
* Go through the requirements and raise queries for clarification.
* Preparing process flows, Data Models
* Verifying the test cases to cover the all the acceptance criteria for the user stories.
* Track the all the requirements and Bugs through VSTS tool.
* Test all the user stories in SAT, UAT and Production (Smoke Testing).
* Prepare the Regression test suite and do the Regression testing.
* Worked on Support tickets from production and Analysis items.
* Prepare the UAT Guide and publish to Stakeholders.
* Attend regular Scrum calls, Retrospective meeting, Sprint Planning and UAT kick-off calls.
* Worked on Sales force Release changes testing in UAT
* Designing of Prototypes in Avonni creator

Company : Genpact **(Dec 2016 to March 2019)**

Location : Offsite

Domain : Salesforce CRM

Role : Business Analyst ,System Administrator

**Responsibilities:**

* Responsible for gathering the Requirements and Project Documentation by Interacting with Onsite Consultant.
* Designed and developed various functionalities including both configuration and customization based on the business requirements.
* Worked on Custom Objects, Custom fields, Record Types, Page layouts and Tabs, Approval Process, process Builder flows.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Migrated the Salesforce code from one environment to another environment using change sets.
* Closely worked with SalesForce.com consultant to implement the related changes of the project.
* Understanding the requirement and administering the changes like page layout modification and permission updates.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Implemented validation rules as per the business requirements for the data correctness in the system.
* Adhered to the project deadlines and proactively participated in the project progress discussions and completed work up to the business satisfaction
* Coordinated business process, review meetings with multiple teams to establish standardized workflow processes.
* Handled day-to-day administration, maintenance and support of Salesforce modules.
* Streamline system functionality standards such as naming conventions.
* Improve usability and design of all systems/apps and document release notes.
* Actively involved in **customer** training, support and helped in production support issues.

**Company name: M/s Megha Engineering and Infrastructure (M.E.I.L)**

**Duration : 18.05.2015 to 06.12.2016 (1.7 Years)**

**Location : Hyderabad,**

**Client : ONGC**

**Role : Project Business Analyst**

**Responsibilities:**

* Involving in meetings with clients and knowing the scope of the project.
* Performing the cost estimations of the project
* Connecting with different departments and planning the work.
* Planning for the procurement of different items according to the need
* Connecting with global vendors and finalizing their products after reviewing quality and NDT reports
* Attending monthly review meetings with the director and providing the project update
* Working on spend analysis to cut the cost of purchasing to maximum possible extent
* Visiting sites for the inspection of project progress and quality
* Preparing project execution plan documents and reviewing with client
* Attending the billing milestone meetings and getting paid bills on time as per the bid documents
* Preparing of BOM for the engineering drawings to save the time for the team
* Checking for the stock in the sites and maintaining the minimum stock for the daily consumables
* Maintaining good relations with vendor and them on time.
* Spending time with collogues and the pain points in their projects and preparing up front to avoid them
* Analyzing the other projects to gain knowledge

**ACHIEVEMENTS & CERTIFICATIONS**

* Received Appreciation from Client for implementing new features at Genpact.
* Developed excellent relations with colleagues, onsite coordinators and received complimentary emails for work.
* TOSCA(AS1,AS2,TD1,API)
* Completed 100+ badges and 3 super badges in trailhead)
* Trail Head Profile: https://trailhead.salesforce.com/en/me/00550000007PFYrAAO

**EDUCATION**

* Bachelor of Technology in **Mechanical Engineering** from Anurag Engineering College, Kodad in **2014** with **82**%.
* Intermediate (X+2) from Bhavita Junior college, Suryapet, **MPC** in **2010** with **95%**.
* High School (X) from Chaitanya Bharathi High School, Suryapet, **SSC** in **2008** with **81%**.

**STRENGTH**

* Ability to work in tight schedules and to meet stiff deadlines.
* Co-ordination with Team & Excellent Team player.
* Good Communication Skills verbal and non-verbal. Ability to speak with end users
* Self-motivated.
* Quick Learner

**PERSONAL DETAIL**

* Date of Birth : 10 Oct 1992
* Permanent Address : H.no. 1-7-125/8/B/1/1 Lane Opp to Srinidhi Jr. College,Suryapet ,508213
* Correspondence Address : Plot 5,Jagadish nagar colony lane 2,police lines,Rasoolpura,500006,Hyderabad
* Passport : Z3982703(Valid US B1/B2)
* PAN : CGWPM1149Q

Date: **Sudheer Mylavarapu**