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| **TEJASWINI PAMULAPARTHY** |

**BACKGROUND SUMMARY**

* Salesforce **certified administrator and marketing cloud specialist** with proven multiple years and multiple installs of salesforce experience in **Development, Administrator, Integration, communities, and lightning like classic to lightning migration and lightning component development.**
* Extensive experience in multiple roles as Associate PM, Scrum Master, System Analyst, Process Re-Engineer and Intelligence Analyst, and achieved titles like Organizational Analyst with excellent understanding of various software development life cycle (SDLC) methodologies such as Waterfall, Agile, Hybrid Waterfall-Scrum framework **and ITSM processes with** good domain knowledge in **Consulting, Finance, Supply Chain**, Healthcare and Manufacturing.
* Extensive Expertise in creating various artifacts including Request for Proposal (RFP), Business Requirement Documents (BRD), Product Requirement documents (PRD), Software Requirement Specifications (SRS), Functional Requirement **Documents (FRD), Test Plan, Test** Scenarios and Test cases as well as documenting project ITSM processes and procedures
* Responsible for a complete Project development life **cycle in Celoxis and MS** Dynamics 365 (Business Process Flows, AR/AP, Supply Chain Management, **Inventory Management, Project Forecast**, Procure-to-Pay, SIS Project Cost Module, Production Scheduling) Worked on Tabular reports. Worked as a functional analyst. Collected requirements from users and prepared specifications. Main Achievements: Created complex **Financial Trend report.**
* Engaged with Product Owners and Information Services Team to successfully break down Epics into User Stories and helped the Scrum **Team finalize Tasks for Sprint** Backlog using SMART Technique
* Managed requirements and tracked defects working with JIRA, HP Quality Center (HPQC) and other IS Application tools and well versed in conducting various types of testing including Regression Testing, System Testing and User Acceptance Testing (**UAT)and documented performance reports**
* Conducted research on data, **evaluated, and assessed risks and solutions and developed a pattern to regularize risk analysis and measurement; Assisted implementation of automated ITSM processes of some of the e-payment financial clients.**
* Identified and implemented process improvement efforts within the EDI structure including system interface, policy and procedure changes.
* Created Dynamics-**365 Financial reports** (WIP Reports, Production Performance, Project Cost Analysis Reports, Forecasting.
* Analyzed **Sales, Marketing, Customer Service,stro and Customer Support** business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Strong knowledge on **Administration setup, Apex, Visualforce**, and experience with different SFDC development tools like Force.com Eclipse IDE and integration tools like **Apex Data Loader**.
* Experience with custom application development in the Salesforce Platform, utilizing Visualforce, **APEX** and Lightning Components/Framework, Salesforce Web Services, middleware integration with **Salesforce, JavaScript, XML, JSON, FTP, SOAP, REST Web Services, HTML5, CSS** and Mobile Application Platform with the ability to develop and customize applications in the Salesforce platform and strong understanding of Salesforce declarative capabilities.
* Hands on experience authoring APEX classes, Triggers, Batch APEX, and Lightning Components. Experience in developing client-specific solutions on force.com platform using **Apex classes and Triggers, Visualforce, Force.com IDE, SOQL, SOSL.**
* Experience on Master mobile commerce with a full suite of mobile-first capabilities, including responsive design, data-driven mobile UX.
* Experience on Connect commerce and service experiences, unify customer profiles, and unlock order history with our add-on, Salesforce Order Management
* Experience in designing of **custom objects, custom fields, picklists**, **Controller/dependent picklist Custom Formula Fields, Field Dependencies** role-based **page layouts, Triggers, Workflow Approvals, Validation Rules, Approval Processes, Custom Tabs, custom reports, report folders**, report extractions to various formats, **Reporting Snapshots, Dashboards,** and **Email templates** according to application requirements.
* Used different data tools – **Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete**, Salesforce App Exchange, downloading packages and installing 3rd Party Applications (ex. Find Nearby, various free dashboard/ reporting packages)

**Technical Skills:**

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| **CRM TOOLS** | Salesforce.com |
| **SALESFORCE TECHNOLOGIES** | Force.com platform, Apex Classes, Test Classes, SOQL, SOSL, Visual Force (Pages, Component & Controllers), S-Controls, Triggers, Custom Objects, Web services, Validation Rules, Workflows, Dashboards, Reports, Sandbox development and Testing  |
| **SALESFORCE TOOLS**  | Force.com Eclipse IDE Plugin, Change Sets, Import Wizard, Force.com Data Loader, Workbench, Dataloader.io, Force.com Excel Connector, Connect for Outlook, Exchange Sync, Informatica Cloud Data Wizard, Adobe Esign, S-Docs, Conga, CRM fusion. |
| **Web Design Tools** | Eclipse, Spring STS, IntelliJ, JBoss Developer Studio, SQL Query Analyzer, Adobe Photoshop, Dreamweaver, Tortoise SVN, GITHIB, MS Office, Visio 5.0, Adobe Acrobat Pro. |
| **LANGUAGES** | Apex, Ajax, C, C++, Java, J2EE, JSP, Java Script, JQuery, HTML, XML, SQL, CSS. |
| **DATABASES** | Force.com DB MySql, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, NoSQL. |
| **BUSINESS ANALYSIS** | Requirements Gathering, GAP Analysis, Impact Analysis, Feasibility Analysis, BRD, FRD, Data flow diagrams, Business Process Modeling, Big Data (Data Analytics & Data Mining), People Management, Peoplesoft |
| **OPERATING SYSTEMS** | Windows 98/2000/XP/2003/vista, Windows Server 2000/2003/2008, Linux, Unix. |
| **WEB TECHNOLOGIES** | Web Services, XML, HTML, CSS, DHTML |

**Certifications**:

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer I**

**Client: Verizon, Houston, TX December’20 –Till date**

**Role: Salesforce Administrator/ Salesforce BA**

**Description:**

Verizon is one of the largest communication technology companies in the world. We help people, businesses and things communicate better. The digital world promises consumers a better, more connected life, and we are the ones delivering it. We make it possible for people to stay in touch and businesses to connect with their customers. We are also bringing technology and hands-on learning opportunities directly to kids who need it most. Our goal is to inspire tomorrow is creators to use technology to build brighter futures for themselves, their families and the world.

**Responsibilities:**

* Designing, building, and implementing custom applications using Salesforce declarative customization capabilities, working with Business Owners to gather the requirements and implement the user stories.
* Worked as a Scrum Project Manager for a major e-commerce Platform Consolidation project and executed the entire consolidation via multiple Agile **sprint releases**
* Implemented Kanban principles for Sprint Planning backlog refinement, sprint planning & retrospective that resulted in reduction of **cycle time by 5% thus** increasing team’s throughput in less than 8 weeks.
* Responsible for a full software development life cycle from the requirements gathering phase to designing, development and testing the functionalities in order to set up the infrastructure on to the new e-commerce platform.
* Extensive experience in conducting JAD **sessions with API, UI & DB developers** (located in US & EU) and engage with Business Units (US) for e-commerce Platform consolidation.
* Extensive experience in working with Supply Chain management of redeemed physical items, logistics and worked on SCM systems to update the **systems.**
* Support Salesforce projects from end to end (Requirements gathering to implementation)
* Work on multiple large scale Salesforce implementations at one time.
* Work with end users to enhance existing Salesforce programs to support business needs
* Hand on programming experience to support Salesforce processes:
* User set up, Permissions set up and troubleshooting, Salesforce reporting Data loader: updating and exporting data and Salesforce Communities and support QA and UAT activities in Salesforce.
* **Analyzing, designing, writing, debugging, testing, and implementing** new Salesforce applications.
* Using declarative (Process builder, Flow and Workflow) versus programmatic methods and extending the Lightning Platform using Apex and Lightning web components.
* Performing the ongoing maintenance of existing **Salesforce applications**. Using data migration tools such as Data Loader and Import Wizard, understanding business requirements and adopting required methodology for data import and export.
* Experience in working with **Agile Accelerator for bug tracking/ user stories**.
* Extensive Experience in working with **Salesforce Lightning Communities, Lightning Component** with includes Integration with external Systems.
* Experience in developing customize applications according to the customer specifications with the help of apex classes, apex triggers, controllers and create VF pages.
* Updated the **APEX Controller** and **Helper functions** regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox to Production**.
* Expertise working with deployment tools like **Copado, AutoRabit**.
* Experienced using **Force.com IDE** for **creating, modifying, testing, and deploying Force.com Applications**.
* Used **SOQL and SOSL statements** within **Governor Limits** for data manipulation needs of the application using platform database objects.
* According to the business user's requirement, creating **Reports and Dashboards**.
* Worked with various **salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects**.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Used **field level security** along with page layouts in Lightning to manage access to certain fields.
* Worked on **Integrating SAP and Salesforce systems using SOAP and REST API's**.

**Environment:** Apex classes and Controllers, Salesforce.com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE,

HTML, CSS, Data Loader, WSDL, Agile, VMS Access, Service Now, CISCO Vision, Oracle , MS Project, MS Access, MS Visio, UML &SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP & REST API.

**Client: JP Morgan Chase, Columbus, OH September’17 –October’20**

**Role: Salesforce Administrator**

**Description:** JPMorgan Chase &amp; Co. is an American multinational banking and financial services holding company

Headquarters in New York City. It is the largest bank in the United States.

**Responsibilities:**

* Created Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and
* page layouts, upload of data. Worked with Conga Mail Merge application from AppExchange.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities, and other Standard Objects and
* customized Objects for additional fields, Layouts, record types and validation rules.
* Responsible for setting up login restrictions and resetting the user passwords.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles.
* Created Workflows and Approval processes and developed validation rules.
* Involved in creating, monitoring, and measuring campaigns with Salesforce CRM Marketing.
* Created marketing campaign using exact target, monitor their run and reporting.
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time.
* Created user Roles and Profiles, security controls and shared settings.
* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a
* regular basis for sales performance and lead generation statics. Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Implemented field level security, profiles and audit trail setup. Provided the training to the internal business users to use the application and develop their own Custom reports.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, and Components.
* Worked on Sales and Marketing Cloud.
* Created visual force pages over Bootstrap framework to customize the branding of community.
* Created various Profiles and configured the Permissions based on the organizational hierarchy.
* Created Workflow rules and defined related tasks, Time triggered tasks, Email alerts and filed updates to implement business logic.
* Migrated data from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Configured the login, single sign-on and self-registration capabilities for the community.
* Developed Visual Force Pages, Apex Classes, Apex Triggers, Apex Controllers (standard, custom and extension), schedulable Apex classes, and Batch Apex to meet various functional needs in the application and schema builder for development.
* REST API with MSTR system and SOAP API with Oracle SOA system.
* Developed Web Services callouts from Salesforce to External applications using SOAP and REST API.

**Environment:** Sales force platform, Service cloud, Apex, Salesforce communities, Sales Cloud, Marketing Cloud, Visual Force Pages, Component Controllers, Data Loader, HTML, Security Controls, Java script, Force.com Eclipse IDE, Data Loader, SOAP, REST, Oracle, and windows.

**Client: Tata Consultancy Services, TX June ’16 – June 17**

**Role: Salesforce Admin**

**Description:**

[Tata Consultancy Services](https://www.bing.com/ck/a?!&&p=3e960637b904b5a0JmltdHM9MTY2NjA1MTIwMCZpZ3VpZD0wMzAyNTczOS1kMDY1LTY0MjgtMTFjMy00NTI2ZDExMDY1ZjkmaW5zaWQ9NTQ0OA&ptn=3&hsh=3&fclid=03025739-d065-6428-11c3-4526d11065f9&u=a1L3NlYXJjaD9xPVRhdGErQ29uc3VsdGFuY3krU2VydmljZXMmZmlsdGVycz1zaWQlM2E1ODJjMjUwMy1mMTczLWIwMzMtZDZlOC0xOTYyY2YzOTcxY2YmZm9ybT1FTlRMTks&ntb=1) Limited of United States providesIT services. The Company offers consulting, digital software solution, business process, enterprise software, and IT infrastructure services. Tata Consultancy Services serves customers worldwide

**Responsibilities:**

* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Worked on customer portals and communities' administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Used field level security along with page layouts to manage access to certain fields.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic
* Provide system administration support of the Salesforce environment, especially related to customized applications, user permissions, security settings, custom objects and workflow.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks creating and maintaining user profiles and privileges.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Extensively worked on Agile methodology and attended Daily status/standup meetings
* **Environment:** Sales force platform, Service cloud, Apex, Salesforce communities, Sales Cloud, Marketing Cloud, Visual Force Pages, Component Controllers, Data Loader, HTML, Security Controls, Java script, Force.com Eclipse IDE, Data Loader, SOAP, REST, Oracle, and windows.

**Education Qualification:**

* **Bachelors in Electrical and Computer Science from Kakatiya Institute of Technology and Sciences, India – 2016**