Ankshuk Reddy

Salesforce Administrator/ QA Analyst Visa Status: Green Card

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# Professional Summary:

A **certified Salesforce.com Administrator** & Business Analyst with experience of **4+ Years** in Apttus/SFDC full cycle implementations. I have worked closely with business teams analyzing the business requirements and have expertise in converting into technical requirements. I have in-depth knowledge and expert in all areas of a software development lifecycle including business requirements gathering, analysis, design, coordinating development, testing, documentation, deploying and production support activities. I have a proven track record of configuring salesforce integrated applications such as Apttus and Salesforce.

# Skills

* Experienced in using Salesforce Service Cloud for giving Multi-Channel Support for the customers.Salesforce.com
* Excellent Hands-on experience in working with Force.com service cloud and sales cloud.
* Ability to prioritize and multitask in order to meet deadlines.
* Active participation in the discovery sessions and document the meeting minutes. Converting meeting notes into understandable requirements.
* Formulate the requirements to define the AS-IS process.
* Creating AS-IS process flows and update the flow as per the requirements gathered to formulate To-Be process.
* Working with developers and explain the requirements both functionally and technically.
* Conducting demo sessions with clients periodically to update the progress of the implementation.
* Documenting feedback and updating the process flows as required.
* Using salesforce administrative tools like layouts, approval process, profiles, process builders, workflows, views and reports etc.
* Ensure timely delivery of deliverables in the form of sprints.
* Train the trainer and end users as part of UAT sessions.
* Create help documents and knowledge base with appropriate screen shots and videos.
* Help with deployment and sanity test in the production environment.
* Help planning data migration and other post implementation activities.
* Consult with functional analysts and business groups to understand and design requirements.
* Proficient in Microsoft products including Word, Excel, Visio as well as process flow drawing tools such Gliffy.
* Strong communication, training and documentation skills.
* Proven ability to work in agile/waterfall environment.
* Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upward.
* Ability to work with various business teams including Sales and Legal.
* Strong Documentation skills such as Test Case Document, Business Requirement Document and Training slides.
* Capable to lead QA team, track UAT.
* End to end testing in Salesforce classic & Lightning.

# Projects

**Project: 4 Feb 2020 – JAN 2021**

# Position: Software QA Analyst (Salesforce CPQ/Conga CLM) End Client: Google Cloud (GSuite).

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Preparation of Test Estimations and involved in creation of Test Plan.
* Performing Test Scenario Creation based on requirement specification provided in the Use cases and reviewing the Test Scenario created for different Use cases.
* Configured Salesforce CPQ to create Assets based on Customer purchases. All future Renewals will be based on Assets owned by Customer.
* Participated QA Standup/Scrum meetings and discusses enhancement and modification request issues and defects in the application.
* Worked with developers to update the defects, resolve them and track their status using Salesforce Tracker.
* Involved in Conga Composer Agreement generation, Creation, and Template validation testing.
* Participated in Driven discovery sessions, in gathering business processes from business teams, Configured Conga CLM application on SFDC platform.

# Project 3: Cloudely Inc, San Jose, California Mar 2018 – January 2020 Position: Salesforce Admin & Business Analyst (Apttus CLM)

**End Client: Keller Williams (KW). Responsibilities:**

* Assisted in Customization and Integrations in Force.com.
* Installed Apttus Packages onto Salesforce and admin setup.
* Validated Apttus Wizard which consists of 80 fields where few are populated dynamically based on values selection.
* Performed administrative setup including Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, AppExchange Package & Custom Application, Sandbox data loading.
* Maintained salesforce custom objects including Accounts and Contacts, assisted users in creating new user accounts, contacts.
* Customized application based on customer specifications. Assisted developer in achieving customizations as per required with quality on time.
* Validated implemented and customized application on salesforce platform and made sure that system is error free.
* Magnificently maintained flawless system until post production support*.*
* Using X-Author Tool, Data Loader.
* Administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Actions, Reports and queue & group setup.
* Strong testing in classic and Lightning.

# Project 2: Cloudely Inc, San Jose, California Nov 2017 – Feb 2018 Posi=on: Salesforce Admin/Business Systems Analyst (Apttus CLM)

**End Client: Counsyl, SFO Responsibilities:**

* As Salesforce admin for this implementation i have configured custom fields, validation rules, page layouts, record types and workflows.
* Performed Administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Actions, Reports and queue & group setup.
* I have Maintained track of Records & Tasks automation.
* Outstanding knowledge in Migrating data from source to destination using custom developed application & data Loader applications.
* Hands on experience in Metadata Extraction from different types of Agreement and migrating data to the newly developed system
* Interacted with various business user’s groups gather the requirements for Salesforce Implementation and documented the requirements.
* I have lead and handled data migration for this implementation including data extraction, validation and migration.
* Good leadership qualities to support the goals of the organization
* Creating new user accounts, Opportunities and configuring Salesforce.com to fit security needs at the user and organization levels.

# Project 1: Sep 2016 – Nov 2017

**Client: Cloudely Inc, San Jose, California Position: Salesforce Admin**

* Hands on Experience of creating Work flows and Approval process
* Experience in data migration by using data loader
* Hands on Experience in configuration using profiles, roles and Page layouts.
* Worked on creating objects like Contacts, Accounts, Opportunities, leads, Reports and Dashboard. ●

Experienced working with sandbox and production environments.

**Environment:** Salesforce.com, Workflows, approval process, Dashboards, Reports, Pick lists, Roles, Users, Windows, Apttus CLM.

# Certifications

* Salesforce Certified Administrator (January 2017).
* Apttus CLM Certified (January 2018).

# Technical Skills:

Tools

MS Office Contracts

: Salesforce Platform Word, DocuSign, Adobe Sign, Excel, Word, Power Point : Metadata extraction.

Collaboration : Google Drive

# Academic Qualifications:

Bachelor’s in Business Administration Hyderabad India Osmania University