******Priti Kumari**

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**Contact No.: +91 7499187949**

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# Professional Summary

* 2.8 Years of experience in Salesforce Admin and Development. Overall 4.2 years of extensive professional experience in IT using different technologies.
* Involved in implementing and delivering CRM projects in Salesforce.com and worked on both sales and service cloud projects.
* Has been involved in analyzing business requirements,design and defining solutions to address complex business needs.
* Understand customer's business process and recommend best practices/process improvements.
* Experience in developing Salesforce CRM application using configuration (Workflows, Triggers, Approval Process, Profiles & Validations) and customization using Apex and Visualforce.
* Hands-on solution design, solution architecture, architecture roadmaps, prototyping, proof-of-concepts, and development tasks as required in support of current and new projects
* Basic knowledge of Salesforce Integration with Web Services using SOAP & REST and 3rd Party Applications.
* Expertise in using tools such as Visual Studio, Apex Data Loader, Workbench and Force.com Migration Toolkit, SOAP UI.
* Salesforce native AppExchange CPQ products like Cloud Sense CPQ.
* Versatile team player and individual contributor.
* Worked under strict schedules and delivered projects within deadlines while maintaining quality and standards.

# Experience Details

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| **Organization** | **Designation** | **Duration** | **Role** |
| Mindtree Ltd | Senior Software Engineer | Oct 2019 – Till Date | CPQ Developer |
| Tata Communications and Transformation services | Jr.Executive Engineer | March 2016 – Sept 2018 | Salesforce Administrator &Developer |
| Tata Communications Ltd. | Associate Engineer | Sept 2014 – March 2016 | Salesforce Administrator |

# Educational Qualifications

* Bachelor of Engineering in Electronics with 64.59 % from D. Y. Patil, Pune University, in 2013.
* Higher Secondary School Examination with 60.6 % from CBSE. Board, in 2008.

# Technical Skills

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| **Salesforce Skills** | Sales Cloud and Force.com Platform |
| **Salesforce**  **Development skills** | Creating/ Debugging/ Maintaining and enhancing Apex classes, Visual force pages, Triggers, leveraging SOQL and Data Loader |
| **Salesforce**  **Administration skills** | Create Objects, Tabs, Relationships, Profiles, Roles, OWD, Sharing Rules, Workflows, Approval Process, Validation Rules, Lightning Configuration. |
| **Domain** | Telecom |
| **CPQ** | Cloud Sense CPQ |
| **Tools** | Visual Studio Code, Apex Data Loader, Force.com Migration Tool ANT, Workbench. |

# Certification

* Salesforce Certified **CPQ Specialist**
* SalesforceCertified **Platform Developer-I**

# Professional Experience

**Project Profile# 1: SITA Salesforce CPQ**

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| **Project Type** | Creating a safer, frictionless passenger journey  Resuming safe, efficient travel operations at manageable cost. |
| **Project Domain** | Airline |
| **Client** | SITA Aero |
| **Project Description** | SITA is the world’s leading specialist in air transport communications and information technology. This application helps SITA in its core business, operational, baggage, and passenger process in air transport. |
| **Role** | Salesforce Developer/Admin.  Configured Bundles in Salesforce CPQ.  Configured Product Options to Construct Bundles.  Created Features to Organize Options.  Created Twin Fields on the Quote Line.  Configured Product Rules and Price Rules.  Created Option Constraints for product option.  Implemented Discount Options in Bundles.  Created Record Types and Page layouts as per requirement.  Involved in creating Profiles, Permission sets, Users, sharing rules, Public Groups and Roles.  Providing technical solutions and implementation for the given business requirement.  Involved in unit testing before assigning to QA team. |
| **Duration** | Dec 2019 to Jan 2021 |
| **Team Size** | 15 |

**Project Profile# 2: Enterprise Orders Management System**

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| **Project Type** | Enhancement of new opportunities and develop application to automate sales process. |
| **Project Domain** | Telecom |
| **Client** | Tata Communications and Transformation Services. |
| **Project Description** | Tata Communications and Transformation Services is a tier-1 ISP and have major focus on enterprise customers across the world. This application help to enhance and automate the E2E sales process. |
| **Role** | Salesforce Developer/Admin.  Involve with daily stand up call with cross functional team, business people and technical architect.  Created custom objects and Relationships between various Custom Objects according to the requirement.  Designed and developed Validation rules, Workflow rules and sharing rules.  Developed Apex Classes and Triggers, Controllers and Visualforce pages to support the custom functionality.  Involved Batch and Schedulable Apex as per the requirements.  Working on new features proposed by business to modify and enhance existing module. |
| **Duration** | March 2016 – Sept 2018 |
| **Team Size** | 8 |
| Saleforce.com platform, Visual Force Pages, Apex, Trigger, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox, data loader, Sandbox environment. |
| Software: Salesforce.com |

**Project Profile# 3: TELUS Communications**

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| **Project Type** | To Develop & migrate existing service delivery process |
| **Project Domain** | Telecom |
| **Client** | Tata Communications Ltd. |
| **Project Description** | The objective of the Tata communications Ltd is to migrate existing SD and to develop new application which automate the service delivery process. |
| **Role** | Understanding and analyzing end to end flow of existing modules on Outcome.  Designed and developed Validation rules, Workflow rules and sharing rules.  Created Record Types and Page layouts as per requirement.  Involved in creating Profiles, Permission sets, Users, sharing rules, Public Groups and Roles.  Worked on Profiles, Permission sets and Organization Wide Defaults.  Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects |
| **Duration** | Sept 2014 – March 2016 |
| **Team Size** | 6 |
| Languages: Salesforce.com Admin, SOQL, Approval Process, Workflow, Process Builder, Security Model. |
| Software: Salesforce.com |
| Tools : SFDC, Data Loader, Notepad++, MS Excel |

# Personal Details

**Name :** Priti Kumari

**Date of Birth :** 30-03-1991

**Nationality :** Indian

**Languages Known :** English, Hindi, Bhojpuri, and Marathi

**Hobbies :** Cooking, Browsing Internet, Painting

**Present Address :** East Siang Distict, Pasighat, Arunachal Pradesh

# Declaration

# I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Place:** Bangalore Priti Kumari