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**Rajitha D**

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**Professional Summary:**

* Having 6 Years of experience in IT industry in Developing Apttus **CPQ** Applications Sales Force CRM, **Service Max** in HealthCare Domain as an Application Development Sr Analyst.
* PD 1, ADM 201, App Builder, Salesforce Certified.
* Trained on Salesforce Lightning and Dev Ops.
* Customization of Salesforce CRM and Salesforce Applications.
* Experience on Apex Programming, Visual force, Apex Class.
* Expertise in writing use cases and functional requirements.
* Have experience in User Management, Case Management & Chatter Group.
* Have created SFDC Objects, Lookup& Master-Detail Relationship and Reports.
* Implementation of Objects, Custom Apps, Page Layouts, Tabs, Validation Rules, Workflows, Sharing Rule, Public Groups, Custom Settings, Permission Sets, Libraries.
* Created Users, Roles, Profiles and security settings based on role hierarchy.
* Having complete working experience on Apttus CPQ Data Load using Apex data loader Bundle Configuration, Pricing Configuration, Quotes Configuration and sound knowledge of CLM and Asset Management, X-Author.
* Strong ability to work individually and constantly in challenging environment.
* Training and mentoring the Team and reviewing and consolidating the deliverables.
* Honored with **APEX AWARD** for **delivery and profitability** in the individual category from ACCENTURE
* Honored with Recognition award **for Most professional and Diligent in managing activities** from GE in March 4th 2016.
* Honored with a **Star Performer award** (Going Extra mile) from the GE in Sept’2015.

**Technical Expertise**

**Salesforce CRM, Apttus CPQ, ServiceMax,** Apex Classes, Triggers, VisualForcePages, Workflows, Reports, Validation Rules, Dashboards, Sharing & Settings, Apex Data loader, SOQL , SOSL, Dev Ops , Salesforce Lighting.

**Working Experience:**

* **C**urrently working with **Accenture** as a Senior Software Engineer since July 2016 to till date.
* **W**orked as a Software Engineer in **Birlasoft India Ltd** since Nov 2014 to July 2016.
* **W**orked as a Software Engineer in **AVANKIA SOFTWARE PVT LTD** Feb-2013 to Oct -2014.

**Education:**

* **MCA** (Master of Computer Science) from JNTU

**Project: 1**

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| **Project Name**  |  **NOKIA CPQ** |
| Role |  Application Development Senior Analyst |
| Organization /Location |  Accenture, Hyderabad |
| Duration  |  Sep 2017 – till date |
| Team Size  | 5 |
| Environment/Tools | APTTUS CPQ, Dev Ops |

**Project Description:**

 The TPM product is built on Force.com platform by Accenture ACTPM products team and available as a package. Depending on business requirements, custom development will include development of APEX Classes, Triggers and Visual force, where necessary to fulfill those requirements, which could not be met through out of the box functionalities, or point and click configuration

**Roles & Responsibilities:**

* Responsible for implementation of product configuration, packaging for NOKIA products prior to go-to-market release.
* Act as liaison and coordinator between multiple internal organizations to document requirements for product packaging and configuration.
* Working closely with Program and Product Management.
* Proven ability to manage projects, coordinate cross-functionally, as well as a technical understanding.
* Responsible to translate general business requirements into technical requirements for input into our business management software applications and CPQ applications.
* Coordinating and managing projects for delivery of product configuration, quoting and pricing requirements as part of a larger software development program.
* Ability to create and manage a project schedule of actions and deliverables within the scope of a larger software development program.
* Ability to configure and manage projects using internal software applications that include Salesforce, NetSuite and Apttus (CPQ) tools.
* Responsible to manage escalations; be the POC for communication; ensure the appropriate level of Aspect resources engage; manage follow up as warranted.
* Conducting periodic customer management/executive reviews focusing on corporate updates, life cycle management, training etc.
* Partner with the Sales team on quoting and pricing of product solutions.
* Involved in Release planning and architecture design calls to work design and estimation for the user stories.
* Maintain oversight of active implementations; advocate when needed.
* Ability to create and maintain project plans and deliverables within a SharePoint environment and maintain account accuracy for all documentation on team SharePoint site.
* Engage internal and external business groups as necessary to resolve issues.

**Project: 1**

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| **Project Name**  |  **Unilever TPM** |
| Role |  Sales force Developer |
| Organization /Location |  Accenture, Bangalore |
| Duration  |  Aug 2016 - Sep 2017 |
| Team Size  | 16 |
| Environment/Tools | Apex Class, Triggers, VF pages, Dev Ops |

**Project Description:**

 The TPM product is built on Force.com platform by Accenture ACTPM products team and available as a package. Depending on business requirements, custom development will include development of APEX Classes, Triggers and Visual force, where necessary to fulfill those requirements, which could not be met through out of the box functionalities, or point and click configuration

**Roles & Responsibilities:**

* Involved in the requirements gathering, analyzing those requirements and data model design.
* prepared technical solutions within Salesforce development assignment based on Force.com configuration
* Attending daily stand-ups to resolve the obstacles for the Entities and migration and configuration perquisites handled by me.
* Apex triggers and classes implementation
* Adding products to the portfolios based on regions.
* Having Dev Ops (Jenkins, Sonar, Stash) experience to move the changes from one org to another .
* Responsible to manage Data Migration from one environment to another.

**Project: 2**

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| **Project Name**  |  **GE Health Care Global Application** |
| Role | Lead Software Analyst |
| Organization /Location | Birlasoft India, Bangalore |
| Duration  | July 2015 - July '16 |
| Team Size  | 12 |
| Environment/Tools | Sales force CRM, Apttus CPQ, Apex Data loader, X-Author, SOQL and SOSL. |

**Project Description:**

Apttus CPQ is the first and only completed on-demand solution for CPQ, Apttus has built their product on force.com platform which is native to salesforce. GE has introducing e-medical application in order to provide better service to their customers, the entities related to healthcare such as Products, Service Request, Activities, Trackers, Agreements, Entitlements, Warranties, Accounts, Contacts, Product configuration, quote generation, Approval process etc. GE is having customers in different regions, based on region the product would be setup & Configure.

**Roles & Responsibilities:**

* Implemented **Quote-to-Cash** solution using Apttus CPQ & Contract Management Solutions for various customers in industries.
* Responsible for securing requirements from the functional owners and data model.
* Attending daily stand-ups to resolve the obstacles for the Entities and migration and configuration perquisites handled by me.
* Worked on Constraint rules in Apttus.
* Working on CR and Data Load for Product, Service Request, Warranties, Accounts/Partners, Opportunities and corresponding child entities.
* Working of the Apttus CPQ Data Load, Bundle Configuration, Quotes Configuration, Pricing Configuration, sound knowledge of CLM and Asset Management.
* Adding products to the portfolios based on regions.
* Product validation by generating quotes & configuration.
* Involved in testing team to understand the requirement and prepare test scripts for the user stories.
* Responsible to manage Data Migration from one environment to another using X-author.
* Preparation SOQL & SOSL Procedures data extraction form Siebel and Salesforce MDM.

**Project: 3**

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| **Project Name**  | **Service Max - GE Power & Water** |
| Role | Developer |
| Organization /Location | Birla soft India, Bangalore |
| Duration  | Nov 2014 - June 2015 |
| Team Size  | 3 |
| Environment/Tools | Apex class, Apex triggers, Visual force workflow, Approval process |

**Project Description:**

 ServiceMax is built and delivered as a native force.comcloud application, which is a best solution for the post-sales service, field service and strategic service chain management, service max gives you completed functionality to accurately control, monitor and track all the activities a field service organization performs.

**Roles & Responsibilities:**

* Working with standard objects, business processes and field-level security
* Customized the force.com platform by developing Apex Triggers, Apex Classes, Visualforce pages and force.com declarative features
* Customize and personalize ServiceMax.com based on requirements
* End to end support on all modules of ServiceMax like Dispatch Console, Service Flow Manager and offline client.
* Creating Objects and Validation Rules inside ServiceMax.com and Mapping them to the existing functionalities and Objects.
* Worked on various servicemax.com standard objects like, Work Orders, Installed Product, Service Team and Technician objects.
* Handling calls with Clients if require.

**Project: 4**

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| **Project Name**  | **Campus EAI Consortium** |
| Role | Salesforce Architect |
| Organization /Location | Avankia |
| Duration | Mar 2014 – Oct 2014 |
| Team Size  | 15 |
| Environment/Tools | Apex, Visual Force, Java Script, Force.com. |

**Project Description:**

CampusEAI Consortium was established in 2003 by 14 universities as a response to increasing IT

Budget cuts, resource constraints and expectations of incoming Internet-savvy students that are,

These days, exposed to services such as Facebook, Twitter and YouTube. The CampusEAI

Consortium's mission is to help members reduce the time, cost and effort associated with

Implementing enterprise IT services by leveraging shared IT services, lessons learned and best

Practices that each member can avoid reinventing the wheel.

**Roles & Responsibilities:**

* Involved in Creating fields, Objects, Tabs, Apps, Relationships, Record Types, Validation Rules, Work flow Rules and Data Management.
* Responsible for Configuration of Administration Setup like Assignment Rules, Escalation Rules.
* Customized page layouts for Sales force standard and custom objects.
* Responsible for designing Reports and Dashboards.
* Worked on the Apex Data Loader tool.
* Configured security and organizational wide defaults for sales force implementation.
* Involved in Customization of Apex classes, Apex Triggers and Visual Force Pages in Sales force.com.

**Project: 5**

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| **Project Name**  | **X! Travel Club (http://www.xtravelclub.com)** |
| Role | Salesforce Admin |
| Organization /Location | Avankia |
| Duration | Feb 2013 – Jan 2014 |
| Team Size  | 8 |
| Environment/Tools | Apex, Data Loader |

**Project Description:**

In this project, the application provides the complete CRM solution for an organization with

Custom built solutions. This project is mainly about Travel services like Holiday Packages, Flights, Accommodation, and Visas etc.

**Objects:** Leads, Accounts, Opportunity, Tasks, Products, quotes, sales orders, invoice, receipts.

**Roles & Responsibilities:**

* Involved in Creating fields, Objects, Tabs, Apps, Relationships, Record Types, Validation Rules, Work flow Rules and Data Management.
* Responsible for Configuration of Administration Setup like creation of Users, Profiles, Roles and Permission Sets.
* Customized page layouts for Sales force standard and custom objects.
* Responsible for designing Reports and Dashboards.
* Involved in Customization of Apex classes, Apex Triggers and Visual Force Pages in Salesforce.com.

**Date:**

**Place:(Rajitha .D)**