**Parvathi Chunduri**

**Mobile: 510-240-0622**

**Email:** parvatichunduri@gmail.com

 ** **

**PROFESSIONAL SUMMARY:**

* **Having 12+ years** of IT experience with **10+** years in Salesforce.com Development & Administration.
* Good experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing and Deployment.
* Experience in **development** and **customization** of **Salesforce CRM** applications using **Visualforce (Controllers, Extensions), Apex classes, Apex triggers, Web services**.
* Experience in administration, configuration, development & end-end Implementation of **Salesforce CRM.**
* Experience in complete **Lead-to-Cash** process which includes Lead to Quote and Quote to Cash (Opportunity, Quote, Agreements, Orders, Assets, Entitlements and DocuSign e-signature).
* Experience in SalesForce.com **Apex classes**, **Visual force pages**, **Apex triggers, Batch** **Apex**.
* Strong in defining and managing **Custom Objects**, **Data Validations** and **Workflow rules** and **processes**.
* Experience in designing and implementing Salesforce.com applications using **Agile** methodologies.
* Installed Apps from **AppExchange**, Configured and maintained user Security Permissions in compliance with organizational needs.
* Experience in using **Bulk API** for mass Data exports/imports from Traditional Applications to Salesforce.
* Experience with Lightning Apps combining**Lightning Design System, Lightning App Builder** and Lightning Component features.
* Experience in developing **Lightning Components**, **Events, Helpers** to build a lightning UI based on the business requirements.
* Building **RESTFUL** web Servicesto integrate with NetSuite system.
* Experience with implementing and enabling Steel Brick CPQ **Subscription**, **Renewals, Contracts, Orders, Amend and Extend, Assets and Entitlement** process.
* Experience with Salesforce **Steel Brick** CPQ integration with ERP system.
* Working experience in of **Jira, Source Tree, GitHub & Flosum, Copado** to deploy the component from one org to another.
* Working experience with Heroku for Apttus custom pricing calculation to improve the system performance and platform stabilization.
* Managing the CLM process by building Ironclad templates, automating workflows, and supporting user and groups.
* Experience in managing & supporting **Advologix matter management**, matter on-boarding process, allow to integrate with CT to import SOP logs and map them to matters.
* Hands on experience with contract management tools like **Conga CLM, Conga Composer, Ironclad, Zip, Advologix, CT Corp & DocuSign eSignatures.**
* A very good team player with the ability to work independently and a competent, co-operative and result oriented IT consultant possessing excellent interpersonal, written, and oral communication skills.

**TECHNICAL KNOWLEDGE:**

|  |  |
| --- | --- |
| **Force.com** | **Apex Classes, Triggers, Custom Controllers, Visual Force Pages, LWC, SOQL** |
| **SFDC Tools** | **Data Loader, Dataloader.io, Workbench, AppExchange** |
| **SFDC Technologies** | **Data Model, Validation Rules, Workflows, Process Builder, Flows, Security Controls** |
| **Web/Middleware Technologies** | **HTML, XML, CSS, JavaScript, Angular JS, REST API, Dell Bhoomi** |
| **CPQ Technologies** | **Apttus CPQ, Steel brick CPQ** |
| **CLM Technologies** | **Apttus CLM, Conga Composer, Ironclad, Advologix & CT** |
| **Deployment CI/CD Tools** | **GITHUB, Flosum, Copado, Opsera, Source Tree** |

**CERTIFICATIONS:**

* APTTUS/Conga 201 CLM Product
* APTTUS/Conga 401 CPQ Product
* Salesforce Platform developer1(401)
* Salesforce Administrator (201)
* Copado Fundamentals I & II certified

**WORK EXPERIENCE:**

**Client: Workday, Pleasanton, CA Oct’ 2019–Till Now**

**Role: Salesforce CPQ/CLM Developer**

**Responsibilities**:

* Developed code for dynamic pricing to calculate pricing within the shopping cart and customizing Finalize button which trigger the salesforce platform limitations to utilize the asynchronous method.
* Build Apex classes, Triggers, and batch classes, test classes for various functional needs in the application.
* Worked on Pricing Callback API classes, Product Filter Callback, Product Attribute Callback classes to meet the business requirements.
* Worked on X-author templates to generate the proposal documents for specific to business process.
* Involved in Contract management administration (CLM) – Complete Agreement life cycle (Contract request &Drafting, Contract Negotiation, Agreement Finalization).
* Worked on building lightning components to display the data from different objects in one grid.
* Developed test coverage and validation against production for all developed custom components in all instances.
* Responsible for supporting QA & UAT users, tracking tickets, troubleshooting, root cause analysis and fixing issues.
* Responsible for deploying the components, preparing deployment steps & performing post deployment steps.
* Responsible for preparing functional and technical documentation for the custom development to keep all these in confluence page.
* Worked on building Rest API to integrate one salesforce system with other salesforce systems.
* Worked on building the integration from Salesforce to Ironclad and maintaining & migrating Ironclad templates in multiple instances.
* Worked on Advologix & CT-SOP add-on package installation in multiple instances. Also, worked on CT-SOP configurations and establishing the connection from Advologix to CT system.
* Supporting the application maintenance and ongoing enhancements on SOP log records and mapping SOP log records with Advologix matters.
* Worked on building lightning flows to capture the data that customer enters in customer portal and store it in salesforce different object to send it to downstream applications.
* Used Flosum & Ospera deployment tool to create the snapshots, branches, and deployment records to deploy from one org to another orgs.

**Environment:** Salesforce CRM, CPQ, CLM, Conga API’s, Apex, LWC, DataLoader.io, Force.com, Heroku, Flosum, Opsera, Github CI/CD deployments.

**Client: Cohesity, San Jose, CA Mar 2019– Sep 2019**

**Role: Salesforce CRM & CPQ Consultant**

**Responsibilities**:

* Worked on Apex classes, Triggers, and test classes for various technical needs in the application.
* Responsible for handling integrations from Salesforce Steel Brick CPQ to NetSuite and Net Suite to Salesforce.
* Worked on enhancement in SFDC Integration using REST Web Service API'S for sending data to NetSuite and ingesting data from NetSuite.
* Responsible for tracking integration logs for Accounts, Orders, Products, Assets, Entitlements, addressing them.
* Handled and troubleshoot multiple exceptions, deployments, and callout issues & syncing issues from SFDC to NetSuite, fixing & validating issues.
* Develop, test, and document custom development, integrations, and data migration elements of Salesforce.com and NetSuite integration.
* Worked and supported Lead to Cash process which also includes Steel Brick Quote creation, Order generation, Assets management and support Entitlement.
* Worked on creating from Product to Conversion of products to assets, an add-on to an existing contract, auto calculation of renewal discounting in renewal flow special offers with steel Bricks CPQ.
* Configured Bundled Product and Price Books, Futures, Options, Option Constraints, Product rules, Price Rules, Configuration Attributes, Summary Variables in Steel Brick CPQ.
* Worked on Guided Selling, Discount Schedules, Block Pricing, MDQ, Custom Quote Templates in Steel Brick CPQ.
* Created Formulas, Validation Rules, Workflows, Processes for various functional needs in the application.
* Worked on creating missed legacy Assets & Entitlement before the integration built from Net Suite to Salesforce.
* Responsible for supporting & tracking tickets, troubleshooting, root cause analysis and fixing issues.

**Environment:** Salesforce CRM, NetSuite, Steel Brick CPQ, Apex, DataLoader.io, Rest API, Zendesk, Copado

**Client: Gilead Sciences, Foster City, CA Nov 2018 – Mar 2019**

**Role: Salesforce/Apttus Support Consultant**

**Responsibilities**:

* Hands-on development in implementing all Gilead internal application on SFDC platform.
* Worked on Salesforce CRM Content-Files, Content Version, Content Document and Content Libraries.
* Worked with middleware applications like Think Smart and Dell Bhoomi to build integration from Enterprise platform to Apttus.
* Work in unison with the App factory and Platform Team & create Apps on SF Platform and POC for the business teams.
* Started working on lightning roll out for the entire org (6K + Licenses, 20 Apps).
* Involved in projects during the design phase with various teams/technologies involved Building and supporting the integration between Apttus and DocuSign eSignature application.
* Involved in Contract management administration (CLM) – Complete Agreement life cycle (Contract request &Drafting, Contract Negotiation, Agreement Finalization).
* Experience in Apttus X-author tool for building the proposal and agreement templates per the business needs and used Apttus X-Author for redlining and content negotiation as a part of scope.
* Supported Docu-Sign for CLM system to initiate E-Signature as a part of compliance.
* Developed technical solutions for the Apttus Contract Lifecycle Management (CLM) system including X-Author plug-in for MS Word, development of clause libraries and Agreement templates.
* Used Developer console debug Log to catch Exceptions, debug apex classes, execute Governor Limits and verified test coverage before deployment.
* Deploy metadata (configuration and code) to different environments via deployment lifecycle management tool Flosum.
* Creating and maintaining the detailed technical documentation of user stories and pre-deployment.
* Involved in project technical design plan, conversions, mapping, configuration of the SFDC application.
* Implemented SFDC CRM to deliver various reports in departments of manufacturing, Clinical, Shipping Request, Purchase Orders, Invoices, Packaging, Serialization and Agreements.
* Identify issues, risks, and handle and communicate them in a manner that mitigates risk to quality, timeline, and scope.

**Environment:** Saleforce.com platform, Apttus (CPQ, CLM), Apex, Visualforce, Flosum, DataLoader.io, SOQL, Apex Triggers, HTML, Eclipse IDE, Dell Bhoomi, Oracle, EBS

**Client: Infoblox, Santa Clara, CA Feb 2018 – Oct 2018**

**Role: Salesforce/Apttus CPQ Consultant**

**Responsibilities**:

* Worked with Apttus development and Steel Brick CPQ implementation.
* Developed in writing Apex code, Triggers, Test coverage, Visualforce pages & Components, SOQL, SOSL, exception handling, etc.
* Worked with Product setup, Product Options, Option Constraints, Product configuration & rules, Pricing, Discounting and Quote templates in Salesforce CPQ.
* Involved in declarative config - workflow, process builder, approval flows, formulas, validations etc.
* Worked with SaaS, HW, SW, Subscription, Security and Maintenance products, especially in the CPQ and Quote to Cash process business model.
* Involved in Apttus development, Advanced Workflow Approvals, Apttus Wizard, and X-Author for Excel
* Validating, sending security products from Apttus CPQ to CSP application.
* Supported partner portal where partners can directly submit their deals into SFDC then turn it as opportunity and create the quote and send it for orders.
* Analyze Apttus pricing and data reports to show average discounts, overall deal profit margin, sales activities, closed won/loss deal analysis.
* Configured and bulk data load of Products, Price List Items and Categories by using workbench and Data Loader.
* Managed and maintain Apttus product catalog with over 50,000 product/service codes across 5 different price lists.
* Creation and management of Apttus Advanced Approval workflow.
* Created and implemented custom Salesforce objects and processes for approvals of new products/services, D&B credit approval process and other internal sales/accounting workflows.
* Managed user licensing and security privileges for Apttus CPQ.
* Oversee maintenance and upgrades for Apttus CPQ and X-Author.
* Supported Salesforce CRM with CSP, RNOW, REVSYM, Marketo, DocuSign and Oracle 11i.
* Responsible for training new sales users on price quotes, sales orders and contracts

**Environment:** Saleforce.com platform, Apttus (CPQ, CLM), Apex, Visualforce, Data Loader, SOQL, Apex Triggers, HTML, Java Script, Eclipse IDE, Dell Bhoomi, Oracle, RNOW, CSP.

**Client: Apttus, CA Dec 2016 – Jan 2018**

**Role: Salesforce/Apttus Engineer**

**Responsibilities:**

* Designed, developed, and deployed Custom objects consisting of validation rules with effective formula fields, Workflow Rules if the necessary criteria are met to suit the needs of the application.
* Developed and Deployed Apex Classes for implementing business logic, Test Classes for Unit testing and Apex Triggers for various DML events to support the functional need of 3000 customers through the application.
* Designed, developed, tested and deployed custom Salesforce applications software using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* In the process of Development of Apex classes using static methods to avoid recursion of triggers, collections like set, list and map methods to store or map bulk of data and SOQL and SOSL queries to extract related data from the database.
* Developed different apex frameworks with best practice implementations using Apex (triggers, batch classes, scheduled Apex, Future methods, inbound email service), Visualforce, Rest Web services using Force.com API's.
* Worked with INFORMATICA for integrating Salesforce with third party ERP Applications.
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus CPQ package.
* Quote to Cash: configuring Bundles, Attributes, Price Matrix, Price Rules, Summary Variables, Discount Schedules and Approval Process Management.
* Developed technical solutions for the Apttus Contract Lifecycle Management (CLM) system including X-Author plug-in for MS Word, development of clause libraries and contract templates.
* Used Developer console’s debug Log to catch Exceptions, debug apex classes, execute Governor Limits and verified test coverage before deployment.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).

**Environment:** Saleforce.com platform, Apttus (CPQ, CLM), Apex, Visualforce, Data Loader, SOQL, Apex Triggers, HTML, Java Script, Eclipse IDE.

**Client: Igloo, Katy, TX Apr 2015 – Nov 2016**

**Role: Salesforce Platform Developer**

**Responsibilities:**

* Developed Apex triggers, classes to achieve user’s desired functionality and have written the dependent test classes.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* Created email-to-cases, automated-responses, assignment rules, email alerts and templates for Case Management.
* Developed and Tested using Force.com IDE and Deployed changes across sandboxes to Production Instance.
* Developed Visualforce pages including JavaScript action events and custom controllers.
* Implemented Security Settings, created and managed profiles and permission sets.

**Environment**: Saleforce.com platform, Apex, Visual Force, Data Loader, SOQL and Eclipse IDE Plug-in

**Client: Calix, Hyderabad, India Jan 2013 – Mar 2015**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Implemented Test Classes to cover positive and negative use cases for Classes and Triggers and achieved close to 100% coverage.
* Developed and Tested using Force.com IDE and Deployed changes across sandboxes to Production Instance.
* Designed Account Management, Lead Management, Opportunity Management and Case Management.
* Used data loader for Insert, Update, and Bulk Import or Export of data to/from Salesforce.com.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.

**Client: Watch Guard, Hyderabad, India Aug 2011 – Dec 2012**

**Role: Salesforce Administrator**

**Responsibilities:**

* Created various custom objects, custom settings, custom labels, Validation rules, Workflow rules, approval processes, Permission sets, sharing rules etc.
* Created Email templates, Auto response Rules and defined approval actions to automate the processes.
* Implemented custom validation rules and Formula rules.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed validation rules, Approval Processes and Auto-Response for service cloud Application.
* Developed and maintained analytical reports, dashboards for management review.

**Environment:** Saleforce.com, CRM, Validation rules, Email Services, Workflow & Approvals, Reports, Roles, Security Controls, Sharing rules, Chatter.

**Client: Brilliant Soft, Hyderabad, India Nov 2010 – July 2011**

**Role: Application Support Engineer**

**Responsibilities:**

* Involved in UI development of the application.
* Enhancement and maintenance to the Production environment.

**Client: Fatspaniel, San Jose, CA Mar 2008 – Oct 2010 Role: System Test Engineer**

**Responsibilities:**

* Preparation of Unit Test Plan, Test Cases and Integration Testing.
* Supported in Deployment and Post Implementation Warranty.
* Performed Regression testing to verify that bug fixes did not break some other parts of the system.
* Performed UI and Database testing by executing SQL queries.
* Used Jira for User stories and defect management and Reporting.

**Education**: B.E in Computer science & Information Technology from JNT University passed in 2004, Hyderabad, India.