PREETHI GUNDALA

*Salesforce Developer / Admin*

 

**Mobile No**: **+1 469 504 1765 | Email**: gpreethi1986@gmail.com

**PROFESSIONAL SUMMARY:**

* Over 9+ years of professional experience
* Around 5 years of experience with **Sales cloud, Service cloud, Forecasting, Territory Management, Product Management.**
* And 4 years of experience **in Business Analyst role**.
* Experience in **Service Cloud, Service cloud, Community Cloud, Einstein Analytics**
* Good Experience in CPQ: Configure, Price and Quote
* Resourceful and dynamic Salesforce Business Analyst with strong business analysis skills and strong knowledge of the SDLC utilizing Agile and Waterfall methodologies
* Experience in building re-usable **Lightning web components** and using **Lightning Framework**.
* Good experience in developing salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
* Implemented Salesforce **Lightning Web Components** for small set of users within the organization.
* Worked on both lightning frameworks Aura and LWC.
* Experienced working on **CPQ** application like **ZUORA** and customized logic around them.
* Good exposure in integrating enterprise applications with other API enabled Business Systems like salesforce.com, Data.com, **Zuora** CPQ, DocuSign, Market.
* Design and review of various documents including the Software Requirement Specifications (SRS), Business requirements document (BRD), Business document, Use Case Specifications, Functional Specifications (FSD)
* Participated in all stages of **Software Development Life Cycle(SDLC)** including requirement gathering, design, development, testing, implementation, and post implementation support
* Experience with **workflow design**, data analysis, **data visualization** and impact analysis
* Familiar with **Agile** methodology and experience in Agile project management: **Jira**
* Defined **User stories, acceptance criteria**, demo Sprint deliverables
* Experience in working across various SFDC implementation including **Sales Cloud, Service Cloud, Chatter Collaboration and AppExchange**
* Worked on various Salesforce.com **Standard objects** like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards
* Have in depth knowledge and understanding in Salesforce CRM business process like Campaign Management, Lead Management, Account Management, and Case Management
* Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval process according to application requirement**
* Implemented **Security and Sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured permissions based on the organizational hierarchy
* Worked on custom objects, also good experience in creating page layout, **designing of Custom Fields, Custom Tabs, Custom Reports,** report extractions to various formats and various other components as per client and application requirements
* Excellent Analytical and Communication skills to work either independently or as a part of a team.
* Experience in understanding business requirements to design the required entities like custom objects, creating the **relationships and junction objects**
* Worked on Automation using Process Builder, Lightning Flows and Workflow rules.
* Experience in creating various **Reports** (Summary reports, Matrix reports, pie charts, dashboards, and graphics).
* Experience in using **Data Loader** for insert, update and bulk import or export of data from Salesforce.com objects.

**EDUCATION:**

* Master of Business Administration, Osmania University, India
* Bachelor of commerce (in Hons.), Sathya Sai University, Puttaparthi, AP

**CERTIFICATIONS:**

* Salesforce.com Certified Administrator
* Salesforce.com Certified platform developer – pd1

**WORK EXPERIENC:**

**Salesforce Lighting Developer. Sep 2021 – Present**

**Client: Honey Well, Atlanta, GA.**

**Responsibilities:**

* Worked on the Lightning platform using Lightning components, Lightning connect, Lightning App Builder and Lightning Design System.
* Worked on the Develop [salesforce.com](http://salesforce.com/) web services leveraging REST JSON and SOAP.
* Worked on Lightning flow for financial service cloud package.
* Worked with Maintain infrastructure and web services developed including
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Created Lightning Components, added CSS and Design Parameters which improves performance
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Worked on advanced JavaScript and HTML elements for developing the LWC components.
* Migrating aura components to Lightning Web Components.
* Worked on service cloud and customer support. Configured email to case, web to case, live agent.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Designed and developed apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in application.
* Design, develop and implement solutions for Apttus CPQ system deployed on Salesforce platform.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Created and customized Record types, page layouts, list views managed Role hierarchies and Profiles.
* Developed Dashboard Reports, Queries, Templates and more.
* Developed Reports, Dashboards, and processes to continuously monitor data quality and integrity.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.

**Environment**: Salesforce.com Platform, Lightning, LWC, Lighting, Sales cloud, Service cloud, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Reports, Email Services, Sharing rules, Security Controls, Eclipse IDE Plug-i.

**Salesforce CPQ Developer.**

**Client: Johnson and Johnson, New Jersey. July 2020 – Aug 2021**

**Responsibilities:**

* Participated in the design, development, and the deployment of the Custom Apps, Custom objects, Custom Fields, Visual Force Pages, Apex classes to suit to the needs of the application.
* Attended daily meetings, weekly scrum meetings and sprint review meetings.
* Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional needs in the application.
* Strong understanding of Salesforce standard objects and Apttus CPQ application.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Worked on Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Worked on configure price quote (CPQ) app such as Apttus.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data cleanup and mapping in data migration project.
* Worked on Sales and Service Cloud communities sharing business process extend them across offices and departments, and outward to customers and partners.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
* Created Profiles, Roles and Permission Sets for all the users in the organization.
* Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.
* Worked on Data cleaning with excel sheets to avoid duplicate records using External ID.
* Used the Sandbox for testing the developed App after migrating some test data from client application.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Used drag and drop dashboard builder for building dashboards from various source types and Visualforce pages created.

**Environment**: Saleforce.com platform, Sales cloud, Service Cloud, Apex Language, Triggers, Apex, CPQ, Chatter, Data loader, Force.com API, Batch Apex Interface, Web Services, Email Services, Security Controls, Process builder

**Salesforce Developer June 2019 - June 2020**

**Nike Inc. USA.**

**Responsibilities:**

* Designed, developed, and deployed Apex classes, Controller classes and Apex Trigger for various functional needs in the application.
* Used Data Loader and Import wizard to insert, update and import bulk data of Accounts, Contacts, Leads and Opportunities.
* Involved in analyzing implementation gap between Salesforce classic and Lightning.
* Made use of Aura attributes and Aura Handlers for enabling Aura Framework event in order to focus on Logic and Interactions in Lightning applications.
* Created User Interfaces in Lightning using Aura components to enter case details and submit into Salesforce
* Created Lightning apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Worked on version control of metadata using GIT (GitHub and GitLab) and SVN
* Implemented Users, Roles (hierarchy), Profiles, Permission sets to deny/grant access to Platform features
* Developed JavaScript methods to do two actions on a single button click to overcome the Salesforce limitations.
* Designed the custom Visualforce pages for Lead conversion and merging duplicates.
* Created email template and applied logic for outbound and inbound emails using Visualforce for clients and customers.
* Established constant communication with the Project Manager and the development team during different stages of the agile life cycle.

**Environment**: Salesforce.com platform, Sales Cloud, Service Cloud, Apex language, Apex classes, Apex Triggers, Validation rules, Custom objects, Lightning (Design system and Components), Aura (Framework, Handlers, Attributes), CSS, HTML, GIT, SVN, Jenkins.

**Salesforce Admin / Developer. Oct 2016 to Mar 2018**

**Apps Associates, Hyderabad, India.**

**Responsibilities:**

* Administered and supported CRM application for 500 users in marketing, customer service and sales.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Managed Auto response rules if customers approached beyond the business hours.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems. Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Responsible for all the activities related to Data Management like updating using Data Loader, Data Import Wizard and uploading data in CSV files into Salesforce and for checking the correctness of the data.
* Worked closely with Development team to learn Customizing Salesforce and implemented Apex Classes & Triggers, Visualforce pages and linked them to manage the workflows Implemented in the system.
* 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.
* Developed Salesforce.com sites and customer portal for various organizational units and partners.

**Environment** Salesforce.com Enterprise edition, Eclipse IDE, SOQL, SOSL, Custom Objects, Custom Tabs, Windows.

**Business Analyst Mar 2014 – Sep 2016**

**Sanket Software, Hyderabad, India.**

**Responsibilities:**

* Worked as Salesforce CRM Analyst for customer support application
* Analyzed system by working with IT, business supervisors/users and identified & captured business requirement to optimize the system
* Created project documents including work plans, milestones & Dashboards. Identified Risk and created mitigation planning documents
* Performed GAP Analysis & enhanced business process flows, rules & system administration
* Extensively configured pages, created Users, Profiles, Roles
* Drive platform roadmap & adoption of product releases by engaging with business and IT leaders within in the organization and with Salesforce and vendor product teams
* Extensively used Data Loader, Import Wizard for mass upload and to perform data migration
* Developed & configured reports for different user profiles as per business specification
* Managed project resources, allocation, timelines, and budget
* Participate in cross-functional and review meetings
* Extensively used Jira/Code-Jira to log Bugs, Mange and track existing Bug/Defects, create defect analysis reports

**Business Analyst July 2012 – Feb 2014**

**Intelligroup, India**

**Responsibilities**

* Drive planning, prioritization, designing and deployment
* Evaluate as is business process, cross system dependencies, identified areas of improvement to attain optimal user experience that helps increase salesforce user adoption
* Worked closely with business stake holders to gather requirements, creating & grooming EPIC, features, and user stories in Jira
* Delivering continuous transformation by partnering with Product and development team to deliver solution utilizing Service and Sales clouds
* Conducted and facilitated Agile ceremonies and implemented SAFe Agile methodologies
* Responsible for defining & managing product backlog and prioritizing based on business needs
* Collaborating with cross functional team to ensure business alignment and provided recommendation on various integration requests to salesforce
* Partner with Product, Business, and IT team to define, plan and complete simple to complex project, in addition to ongoing small enhancement and bug fixes
* Assisted in Salesforce license maintenance and documenting of Salesforce best practices
* Establish and conducted UAT to ensure solutions are defect free & achieve design requirement
* Implemented Salesforce for Testing Kits & Test Results by utilizing Standard and Custom objects