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| Sasikala Dwaram**Email** : sasik.dwaram@gmail.com**Phone** : +1 469 927 4489 |  Success Story - Vlocity / Perficient, Inc. Certified SAFe® 5 Practitioner - Acclaim |

**Professional Summary:**

* Total 10+ years of experience in the IT industry including 2 years of experience in Vlocity Development and 5+ years of experience on the Salesforce Development, Design & Support experience.
* Good understanding over Scrum process and agile development methodology and DOJO.
* Experience in Administration, Configuration, Implementation of Salesforce CRM.
* Excellent work experience in designing of Communities, custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats.
* Deep expertise in Salesforce Configuration like Flows, Workflows, Process Builder, Approval Process, Sharing & Security, Reports & Dashboards, Data Migration Tools, etc.
* Experience in writing Triggers, Controllers and Visualforce Pages, Batch Apex, Schedule Apex. Extensively worked on flows.
* Experience in using databases like SOQL, SOSL.
* Experience in REST services. Experience in using POSTMAN.
* Having good Debugging skills and involved in code reviews, Unit Testing and Test Coverage of Apex classes and triggers.
* Deployment experience using Change Sets and ANT.
* Extensively Worked on Vlocity components (Data Raptors, VIP, Omniscripts).
* Skilled in Vlocity Components like Cards, Templates.
* Strong exposure to Vlocity CPQ components like Enterprise Product Catalog (EPC), Product Configuration.
* Worked on Vlocity Order Management components like Order Capture, Order Validation, Order Fulfilment, Orchestration plans, Orchestration scenarios and Order MACD changes.
* Development of a B2B OM system using Salesforce and Vlocity components.
* Deep understanding of the end-to-end process of the healthcare, telecom and insurance domains.
* Completed 13 Super badges in trailhead along with other 200+ badges.

**Trailblazer Profile:** [*https://trailblazer.me/id/sdwaram*](https://trailblazer.me/id/sdwaram)

**Work Experience:**

* Working at Cap Gemini, Hyderabad from March 2018 to August 2022.
* Worked at Accenture, Chicago, USA from April 2017 to March 2018.
* Worked at Wipro Technologies, Bangalore from June 2016 to April 2017.
* Worked at Altran Technologies India Pvt Ltd, Bangalore from Sept 2010 to March 2013.
* Worked at CAE Simulation Technologies Pvt. Ltd, Bangalore from May 2007 to Sept 2010.

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Experience Cloud Consultant
* Certified Vlocity CPQ Developer / Salesforce Certified Industries CPQ Developer
* Certified Vlocity Platform Developer / Salesforce Certified OmniStudio Developer
* Certified SAFe Practitioner

**Technical Skills:**

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| * **Salesforce technologies:** Apex, Visualforce, SOQL, Email template, formula, Validation rules, Triggers, Workflow and approvals, Flows, Eclipse, sales force.com IDE, Apex data loader, Web services, Reports, Dashboards, Process Builder, Custom Objects, Lightning, Salesforce1 App
* **Vlocity technologies:** Data Raptors, VIP, Omniscripts, Cards, Templates
* **Operating Systems:** Microsoft Windows Platforms
* **Programming Languages:** JavaScript, Angular JS, CSS, HTML, Apex, SQL, SOQL
* **Cloud Computing Salesforce.com:** CRM, Sales Cloud, Service Cloud, Community Cloud, Visual Force, Apex, Salesforce configuration and customization,
* **Project Methodologies:** Waterfall, SDLC, Agile Scrum, DOJO
* **Configuration Tools Source Control:** Star Team, Service Now, JIRA.
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**Academics:**

1. M.Tech in Computer Science & Technology from Mysore University, Mysore, India.

**Awards and Recognitions:**

* Project Star award from CapGemini.
* Performance Excellence awardfrom CAE & Altran, Service recognition awards from CAE

Worked across the globe **(**Bloomington**-USA,** Montreal**-Canada,** Toulouse**-France,**

**Singapore** and **India)** for the development and implementation of client projects.

**Professional Experience Details:**

**Project #1**

**Globe Oct 2020 to till date**

**Client :** Globe, Philippines

**Role :** Vlocity Developer

**Description:**

Globe Telecom provide cellular, broadband and mobile data services. Globe Telecom Inc. for Digital Transformation to Lead-to-Cash business process. Transformation business will enable Globe to achieve digital transformation to unleash new business benefits and realize superior competitive advantage in the Philippines Telecommunications market. The Lead to Cash journey involves Product Modelling, CPQ functionality, Contract Life Cycle Management and Order Management.

**Roles & Responsibilities:**

* Worked on Vlocity components (DRs, VIP, Omniscripts) as part of Order Management team.
* Worked on Orchestration plans, Orchestration scenarios as part of OM team.
* Worked on Apex classes, triggers as well.

**Project #2**

**Grab Jan 2019 to Sep 2020**

**Client :** Grab, Singapore

**Role :** SFDC Developer **/** Admin / Deployment

**Description:**

As part of its effort to transform its merchant acquisition process, Grab started a seamless Merchant Onboarding process for its Grab Food Indonesia regional unit. Being the biggest market in South East Asia, Grab Indonesia contributes the biggest revenue share in the organization. To draw consumers to Grab for food ordering, Grab needed to quickly acquire as many quality food merchants as possible.

**Roles & Responsibilities:**

* Leveraged Grab and Salesforce Community and developed an on boarding form by utilizing SF Flow technology coupled with lightning component.
* Extensively used flows, followed best practices and Salesforce PMD rules.
* Performed deployment using ANT.

**Project #3**

**VAM All Points (Fulcrum to Salesforce Integration) March 2018 to Dec 2018**

**Client :** Becton Dickinson (BD), USA

**Role :** SFDC Developer **/** Admin / QA / Deployment

**Description:**

BD is using Fulcrum Applications to get the Feedback from the Customers in Hospital and sending the details to Salesforce using Rest API Integration. Generated the Vascular Access Management Assessment Report using Conga Composer.

**Roles & Responsibilities:**

* Involved in the Development of Apex Classes, Batch class.
* Worked on Integration from Fulcrum to Salesforce.
* Designed and developed the Custom objects, Page layouts, Custom Setting as part of the application development.
* Worked on Conga reports using Conga Composer.
* Performed unit testing, regression testing in test org & in production, documented results.
* Performed application analysis & gathered requirements by involving in planning & design.

**Project #4**

**ECRM (Enterprise Customer Relationship Management) May 2017 to November 2017**

**Client :** Statefarm, USA

**Role :** SFDC Developer**/** Admin

**Description:**

Lead insurance organization, who is selling the policies like Auto, Life and Rental. State farm is using salesforce CRM to automate the Lead, Opportunity, and Customer Management. In this project we are using the sales Cloud to automate the system. This application is used to centralize the customer interaction in business from existing systems that are used by the client.

**Roles & Responsibilities:**

* Involved in the Development of Apex Classes, Visual force Pages.
* Worked in Salesforce lightning and Salesforce Lightning Design System (SLDS).
* Designed and developed the Custom objects, Custom tabs, Page layouts, Visual Force Tab, Visual Force Pages to suit to the needs of the application.
* Worked on External Objects using OData Service.
* Performed application analysis & gathered requirements by involving in planning & design.

**Project #5**

**GECARES.COM June 2016 to November 2016**

**Client :** GE Healthcare

**Role :** SFDC Developer/ Admin

**Description:**

GE Cares Community is Clinical knowledge sharing platform, which helps to share the experience with other professionals and to discover the latest imaging techniques and news.

**Roles & Responsibilities:**

* Involved in the Development of Apex Classes, Visual force Pages.
* Designed and developed the Custom objects, Custom tabs, Validation rules, Workflow Rules, Email Alerts, Auto-Response Rules, Approval Processes, Email Templates, Lookup Fields, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Performed data analysis, application analysis and gathered requirements.
* Involved in planning and designing.

**Project #6**

**AMO (MICD, TEAM & MUAR) September 2010 to March 2013**

**Client :** ALTRAN

**Role :** Business Analyst

**Description**

The Project involves development of models and verification of the Models developed in the Simulation.

**Roles and Responsibilities:**

* Translated business requirements into context diagrams, user stories, use cases, technical requirements, workflows, and data schemas.

**Project #7**

**MEDT And STRIVE-CGF May 2007 to September 2010**

**Client :** CAE

**Role :** Tester /Business Analyst

**Description**

Product testing of STRIVE – CGF (Computer Generated Forces), the Next Generation Series Full Flight simulators and MEDT (Model Editor) testing by creating specimens.

**Roles and Responsibilities:**

* Prepared Test Management Plan and Traceability Matrix.
* Performed system testing, regression testing, functional testing and performance testing.