

Anita Thomas

Salesforce Consultant/Developer/BA/Admin



Contact

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Education

B.E in Computer science

Certifications

Salesforce Certified Administrator
Platform Developer 1
Service Cloud Consultant
Sales Cloud Consultant
App Builder
Sharing and Visibility Designer

Specializations

Sales, Services Clouds.
CPQ (Steelbrick) Implementation
and Support
NPSP Implementation
Data Cleansing and Migration
AppExchange products
SFDC Lightning Migration

Roles

Senior Business Analyst
Salesforce Administrator
Developer
Project Manager

Summary

A technology driven professional **6+ years experience with Salesforce CRM** as a Salesforce BA, Admin and Developer, Experience in Agile and Waterfall Project Management.

- 6x Salesforce Certified, 2x Trailhead Ranger, 5x Superbadges.
- Salesforce Consultant responsible for delivering successful projects across **Sales, Steelbrick CPQ, Service and NPSP Clouds.**
- Experienced in Business/Functional Requirements gathering, Document analysis and spread sheets
- Experience with Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, LWC, Force.com IDE, ANT Migration Tool, Apex Web Services.
- Experience in Data Migration from Legacy Systems using Apex Data Loader/Import Wizard.
- Previous 20+ years of Oracle ERP experience mostly in Order to Cash area and Integrations using Dell Boomi and Mulesoft.
- Exceptional understanding of business process analysis, requirement specification gathering, analysis and documentation Expertise in integrating AppExchange products with Salesforce.com and Force.com applications.
- Experience in Agile development methodology/Scrum.
- Have in depth Knowledge and understanding of CRM business processes like Lead Management, Account Management, knowledge Management, Case Management, Asset & Entitlement Management, Omni Channel, Quote to Cash flow .
- Extensive experience in Agile Methodology of Software Development Life Cycle (SDLC), Scrum Methodology of software engineering processes.
- Salesforce.com Skills: Force.com IDE, Visual force, Workflow & Approvals, Reports, Dashboards, Einstein Analytics, Salesforce Content Management System (CRM Content).

Professional Experience

May 2007 till date- Working as AVP at Jade Global
Dec 2002 to May 2007- Project Manager at Zensar
June 2000 to Dec 2002-Sr Consultant at Patni (PCS)
Dec 1994 to June 2000-Project Engineer at ARAI

Technical Skills

Cloud: Salesforce (**Sales /CPQ/NPS/ Service Cloud/ Community**), Force.com.

Tools: Data Loader, Eclipse IDE, VSCode, Workbench, Force.com IDE, MS Office, Import wizard, AppExchange Packages, GIT, IntelliJ, JIRA, Freshdesk, Jenkins.

Integration: SSO, REST and SOAP API. Dell Boomi, Web methods,Mulesoft,Jitterbit,Celigo

Methodologies: Waterfall, Agile (Scrum), SDLC

Languages & Web Technologies:,Oracle PL/SQL, C, C++, Java, Apex, Java script, HTML

Project Experience

Project - ILLUMIO (Steelbrick CPQ Implementation)

Duration: 4 Months

Role: PM/Salesforce Technical Lead

Roles & Responsibilities:

- Assumed complete ownership of the requirements and taking it through completion using Agile software development Model.
- Implemented guided selling, configured Products and setup Pricing as per business needs- simplified quoting process.
- Setup advanced approvals for 3 level approval hierarchy
- Collated all approval comments into single field to be displayed on report for CFO.
- Created multiple flows for specific business needs like cancelling open quotes at end of each month.
- Changes to Quote template as per business needs.
- Created Reports and Dashboards as per the customer requirements.
- Created business and functional requirement documents and Prepared SOW, technical and design documentation supporting business needs.
- Migrated data from legacy CRM systems in batch or one-time using Data Loader
- Test case development – functional, non-functional, integration for SIT, UAT and post go-live.
- Develop training plans, materials and documentation for users, and coordinate user training sessions.

Project – OSISoft Sales and Steelbrick CPQ Support

Duration: 10 Months

Role: Salesforce Team Lead/Developer

Roles & Responsibilities:

- Triaging tasks from Jira to be assigned to appropriate skilled resources.
- Debug and “Bulkify” multiple flows which were going into error when live data (large volume of quote lines) were being processed.
- Debug and modify multiple triggers and validation rules as per changing business needs – changes to which quote/quote lines could be modified.
- Owned REST API Integration for contacts from external website into Salesforce using Apex classes
- Ensure KT and training for each team resource to highly customized OSI specific processes.
- KT from Implementation team to support team and shadow support.

- Generating User Stories from the Requirements gathered. Taking the User Story through elaboration, so that it's ready for the developers to pick up and develop with minimal BA and Business Interventions.
- Support task ownership for tickets raised- including changes to triggers and flows.
- Testing all team support tickets and passing to QA team
- Liaising with users for UAT and acceptance – ownership of ticket until it flows to PROD
- Acted as a Project Lead, to ensure the tickets routed appropriately and resolved in timely

Project – Intuitive Lightning Migration

Duration: 11 Months

Role: Salesforce Team Lead/Consultant

Roles & Responsibilities:

- Intuitive has heavily customized applications on salesforce classic- which needs to migrated to lightning using SLDS.
- Generating User Stories from the Requirements gathered. Taking the User Story through elaboration, so that it's ready for the developers to pick up and develop with minimal BA and Business Interventions.
- Acted as a Project Lead, to ensure the tickets routed appropriately and resolved in timely manner in JIRA.
- Implemented and managed SCRUM based agile software development; managed a team of 6 professionals on a day by day basis.
- Worked as a Salesforce Admin performing Pre-configuration and post-configuration steps.
- Perform peer code reviews to ensure code standards and best practices are followed. Active participation in Test Plan and Test Case reviews and performing a pre-production smoke test and supervising and guiding new developers.
- Brought the team onboarded with customers complex CICD development methodology that allows teams in the USA and India to independently work on features. This resulted in higher development productivity and lower number of regression issues.

Project - Nauto (Sales and Service Cloud Implementation)

Duration: 7 Months

Role: Salesforce Technical Lead

Roles & Responsibilities:

- As a Solution Design expert responsible for converting the business requirements in to Salesforce solutions.
- Created business and functional requirement documents and Prepared SOW, technical and design documentation supporting business needs.
- Out of the box configurations and declarative customization design.
- Created Reports and Dashboards as per the customer requirements
- Involved in testing and created test case scenarios. Liasing with users and leading UAT
- Coordinated and Lead the deployment activities of the application.

Project - Riverbed Aternity (Sales Cloud Implementation)

Duration: 5 Months

Role: PM/Salesforce Business Analyst

- Project need was to implement a new org for one of customer business divisions(Aternity) – new org must be able to function with minimal customizations and all relevant data must be brought in.
- Designed the overall process flow to bring Aternity Division Sales Cloud data – Leads, Accounts, Contacts, Opportunities into new Org
- Designed initial data migration for all data
- Customized Salesforce Opportunity, Roles, Profiles
- Coordinated Testing efforts and led UAT
- Coordinated deployment efforts

Project – Marketo-Adobe (Sales Cloud, Steelbrick CPQ - Implementation and Support)**Duration: 11 Months****Role: Salesforce Business Analyst/PM**

- Implemented salesforce CPQ for sales deal including New business, Upsell and renewals.
- Transitioning of Old Opportunities Price Book mapping with respect to New Price books mapping provided by Steel brick CPQ application.
- Work on deal transaction which is used to show clear picture of Closed won opportunities products for Account based on per quarter and product types.
- Customization to gather information of product sold to the client and comparing it in previous quarter.
- Integrating SFDC to SPA system for provisioning of product sold as subscription.
- Implemented the custom integration of SFDC to Sage-Intacct system with financial for objects.
- Auditing the existing development in terms of business process being multiple vendors are involved in implementation.
- Coordinated Testing efforts and led UAT
- Coordinated deployment efforts

Project – Glassdoor (Health Check, Sales Cloud, Steelbrick CPQ - Implementation and Support)**Duration: 13 Months****Role: Salesforce Business Analyst/PM**

- Installing correct version of Steelbrick CPQ package and perform required initial set up.
- Loading all product to price book to be used in setting up CPQ fields on product.
- Creating bundle structure using Product Option and Feature in CPQ.
- Adding Option Constraint rule in CPQ based on product dependency or exclusion.
- Implementing CPQ Product Rule to automatically add/remove product, showing alert and warning pop up messages.
- Understand the pricing of product and creating CPQ price rule based on Block and List pricing.
- Configuring CPQ Discount Schedule for discounting based on business needs.
- Implementing contract and subscription creation, Renewals for sales deal with help of CPQ objects.
- Generating the quote document in PDF,doc format by setting up quote document structure provided in CPQ.
- Setting sequential, parallel and dynamic approval for each sales quote using CPQ.

Project – Active Interest Media (Sales Cloud - Support)**Duration: 7 Months****Role: Salesforce Business Analyst/PM**

- Resolving Support issues and Enhancements.
- Developed Apex Classes and Apex Triggers pages for various functional needs in the application.
- Implemented Duplicate rules for Leads and Accounts.
- Enhanced Lightning Components as per the new requirements.
- Implemented to Web-To-Lead functionality.
- Implemented new validations, formulas workflow rules and flows.
- Optimized code Implemented Exception handling for all classes.
- Worked on data load activity to sync data between Oracle and Salesforce.
- Technical inputs and testing from Salesforce end for Integrations with Oracle Cloud using Dell Boomi

Project – SABA (Sales Cloud - Support)**Duration: 5 Months****Role: Salesforce Business Analyst/PM**

- Resolving Support issues and Enhancements.
- Created Multiple Custom Object, Custom Fields for Business specific customization

- Enhanced and Created several Workflows, Process builder, Approval process changes and creation of roll up summary fields based on business requirement.
- Implemented triggers to meet the business functionality.
- Liaising with end users for Testing efforts and led UAT
- Coordinated deployment efforts

ERP Experience – Across 18 years- 40+ Implementation and Support projects on Oracle Applications from Release 10.7 Character version to R12.2.6. Successfully delivered Oracle Fusion Cloud ERP Implementation and Support Projects. Worked across Order to Cash (OM,AR) , Procure to Pay (PO,INV), CRM (IB,SC) and Financials(GL,AR,AP,FA,CM).

Integration Experience – Across 2 years leading 10 projects using Dell Boomi, Web Methods, Mulesoft, Jitterbit and Celigo. Integration between Salesforce and Oracle ERP/Fusion Cloud/ Netsuite