**Mounika Karnati**

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**PROFESSIONAL SUMMARY:**

* Over 7years of experience as a **Salesforce Administrator/Salesforce Developer** which involved implementation, development, integration with cloud applications.
* Hands-on experience on **Salesforce Automation (SFA), Profiles, Roles, Org-Wide Default, Page Layouts, designing junction objects for relationships (Master-Detail), Sharing rules, Workflows Rules, Field Updates, Process Builders, Apex, Visualforce, Lightning Components** as per application and client requirements.
* Experience in administration, configuration, implementation and support of Salesforce.com **CRM and Salesforce SFA** applications and leveraging Force.com Platform, SAAS application in Cloud Computing Environment.
* Experience in creating **Customer and Partner Communities** and customizing user interface to enhance user experience.
* Good knowledge in **SDFC implementation and customization** and in-depth understanding of SDFC CRM business processes like Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.
* Worked on **CRM-Salesforce.com** (SDFC both Sales cloud and Service cloud).
* Proactively communicate and collaborate with external and internal customers to analyze information needs and functional requirements and deliver the **Business Requirement Documents Wireframes** and other visual documents as needed.
* Experience in designing, developing and execution of Test Cases and preparing Traceability matrix to map business requirements.
* Skilled in understanding and implementing the new salesforce **Lightning Experience.**
* Analyzing the Scenarios for switching between salesforce **Classic and the Lightning Experience.**
* Great involvement in creating salesforce **Lightning** Apps, Components, Controllers and Events.
* Working knowledge in **Security Controls, Manage Users, Data Management (Data Loader, Import Wizard), Data Migration and managing Sandbox Environments.**
* Hands on experience in building **Schedule Apex, Batch Apex, SOQL, SOSL, SOQL Aggregate functions,** **Visual Workflow, Lightning App Builder.**
* Strong Hands on experience in writing **Apex Controller Classes, Batch processes, Schedulable classes, Test classes**
* Proficient with **Sales Cloud, Service Cloud, Marketing Cloud, Force.com**, Chatter collaboration and App-exchange on Salesforce.com
* Experience working in teams implementing **Agile Scrum** Methodologies.
* Expertise in generating reports, customized reports and analyzing the data in Salesforce.com.
* Good experience in working with **Chatter REST API, Chatter in Apex HTML** and also with Web services for handling requests and API
* Experience in using Data Loader for exporting and importing the data involved in documentation reviews and participating in bug reporting meetings.
* Strong written and verbal communication skills.
* Extensive experience in writing and deploying code through sandbox and maintaining code coverage and test methods.
* **An effective team player, self-motivator, quick learner with strong problem-solving, communication and presentation skills.**

**EDUCATION:**

* Bachelors of Technology in Acharya Nagarjuna University – India

**CERTIFICATIONS:**

* Salesforce Certified Administrator - 21137974
* Salesforce Certified Platform Developer I - 21357933

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Sales cloud, Service cloud, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, SFA, Force.com IDE, Eclipse, Apex Data Loader JavaScript, CSS, and HTML5, and Web Services Integration using SOAP & HTTPs. |
| **Salesforce Tools & Integration** | Force.com Eclipse IDE Plug-in, Force.com Migration Tool, Force.com Data Loader, Workbench, Force.com Platform (Sandbox and Production) |
| **Languages** | Apex, C, C++, Java, SQL |
| **Operating Systems** | Windows, MSDOS and LINUX |
| **Documentation tools** | MS Office Suite, Microsoft Project |
| **Modeling Tools** | Rational Rose, Microsoft Visio, Star UML |
| **Web Servers** | Web Logic, Apache Tomcat |
| **Database** | PL/SQL andMS Access |

**PROFESSIONAL EXPERIENCE:**

**Client: Orora Group, Buena Park, CA June 2017 – PRESENT**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Replaced current page layouts and Visualforce pages with custom Skuid pages.
* DocuSign for document management and get real time Signatures for the documents from Sales force.
* Created custom objects and custom fields in Lightning experience.
* Developed Test Classes and Test Methods to ensure maximum Code Coverage in production instance.
* Performed Customization using **Apex** and **Visualforce**.
* Created and used **Email templates** in HTML and Visualforce.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Designed, and developed Apex Classes/Triggers, Controller Classes, and extensions for various functional needs in the application.
* Developed and scheduled various Batch **Apex** classes using Apex Schedulable classes on hourly basis.
* Created **reports** and designed **dashboards** for the management team.
* 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.
* Have worked in querying Salesforce.com databases using **SOQL** and **SOSL** for various data fetching and manipulation needs of the application using platform database objects.
* Used **JIRA** Agile for project management and bug tracking.

**Environment:** *Force.com Platform, Apex, Visual Force (Pages, Components &Controllers), Java Script, REST API, CTI Toolkit, Apex Data Loader, Force.com IDE, Partner & Customer Communities, Sales Cloud, Service Cloud*.

**Client: Staples, Framingham, MA Oct 2016 – May 2017**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Responsible for Salesforce.com Development and Administration in the organization.
* Created user Roles and Profiles, security controls and shared settings.
* Worked on various Salesforce standard objects like Accounts, Contacts, Leads, Reports and Dashboards Case, Solutions and Opportunities.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com
* Worked in developing various **lightning** components, events and **lightning** applications.
* Created **Lightning Component** Tabs and Visual force Tabs.
* Worked with SF Chatter which helps the users to communicate with the organization easily and quickly.
* Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Used **SOQL** & **SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Implemented Apex Triggers with **SOQL** queries and also created **workflows** like email alerts and field updates.
* Used agile methodology and interacted with different stakeholders and participated in the regular meetings.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Supported the data migration activities for migrating the data from various business sources with the support of Salesforce **CRM**.
* Provided daily user support in managing users, creating and maintaining **custom objects** and **fields**, handling bulk **data migration**, maintenance of **page layouts**, and installation and support of App Exchange applications like Exact Target and Market.
* Integrated the web services using REST and SOAP by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
* Developed and supported Extraction, Transformation and Load process (ETL) using Informatica.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Developed Apex Test Classes with assurance of maximum code coverage.
* Worked with Salesforce1 sandbox simulator to run and test the Lightning Applications
* Created custom components to be used in visual force pages and visual force email templates.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT).
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

**Environment:** *Saleforce.com platform, Apex Language, Apttus CPQ, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Market, Reports, Custom Objects, Lightning, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.*

**Client: SmartIMS, India May 2014 – Sept 2016**

**Role: Salesforce Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Organized **Daily Scrum meetings** with all the team members to check whether we are in same page.
* Played a Vital role in conducting **Weekly Status meeting** with all the team members to discuss on various aspects relates to the outcome of the project.
* Took the initiative to implement the Inventory management tool **ELTON** it in the organization.
* Trained the team members on **ELTON** in a few sessions.
* Monitored new Salesforce released features and functionality to provide recommendations for process.
* Customized **workflow rules**, time triggered workflows for various business requirements.
* Used field level security, profiles and audit trial setup to ensure that the protected data is only with the authorized users.
* Customized standard settings to enable Universal access.
* Developed custom **Reports** and **Dashboards** as per given requirements.
* Created different user **profiles** and **permission sets** according to the client’s requirements.
* Created **Page layouts, Mini Page layout and Search layouts** to **Organize fields, Custom links, Related lists** and other components on record detail pages and edit pages.
* Extensively used **DataLoader.IO** to import CSV files onto Salesforce.
* Have Knowledge on **SOAP** and **REST APIs** to facilitate integration with Salesforce.
* Enabled **Chatter** for the Organization to effectively communicate with the users in the Organization.
* Provided daily user support in managing users, creating and maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts, and installation and support of App Exchange applications like **Exact Target** and **Marketo.**
* Strong knowledge on Salesforce **Web-2-Case** and **Email-2-Case.**
* Created **Knowledge articles** on various topics.
* Worked on **triggers** to implement the logic of Apex sharing, this would assign/revoke sharing whenever a record is created or updated.
* Created training material and conducted internal training sessions for business users on Salesforce technology functionalities.

**Environment:** *Saleforce.com platform, Apex Language, ELTON, Service cloud, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls Triggers, Web-2-Case & Email-2-Case.*

**Client: Monocept, India Aug 2013 – Apr 2014**

**Role: Salesforce Administrator**

**Responsibilities:**

* Designed **Technical Specification Document** based on the requirements and the Existing Systems.
* Acted as initial point of contact with internal users for **user requests and issue resolution** based on the predetermined requirements.
* Created various **business requirement documents** and **updated** the existing ones as required.
* Coordinated with individuals and team to complete the **analysis** and **tasks** on time.
* Documented **procedural** and **implementation gap** to avoid issues in higher environment.
* Hosted meetings to procure approvals from all the stake holders for any proposed changes.
* Ensured that the company policies and procedures are aligned with the government **regulations** and **standards.**
* Used **SharePoint** to manage document storage.
* Translated **business user concepts** and ideas into comprehensive business requirements and design documents.
* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.
* Created **Custom objects**, **Custom tabs**, **and Entity-Relationship data model**, **Validation rules, Workflow Rues, Auto-Response Rules** and **Page layouts.**
* Implemented **Security** and **Sharing rules** at object, field, and record level for different users at different levels of organization. Also **Created Profiles and Configured the Permissions based on the Organizational Hierarchy using Permission Sets.**
* Created **Field Sets, Custom Label and Custom Settings** for the business administrators to change the functionality or make enhancement when required.
* Involved in Creating and Customizing **Email Template and Configuring** them to the **Email Alert** within the workflow rule for a standard/custom object.

**Environment:***Saleforce.com platform, SharePoint, Service cloud, Sales cloud, Data Loader, HTML, Workflow & Approvals, Profiles, Sharing rules, Reports, Custom Objects, Custom Tabs, Security Controls & Triggers.*