**RESUME**

Chittamuru Kavya Maalika kavyachittamuru185@gmail.com

**Summary:**

 I am a software engineer with 2+ years of experience in Salesforce. I have worked as a team member in Agile methodology projects using scrum framework and provided in time delivery and achieved customer appreciation for my work. I have worked as a Salesforce developer, data migration specialist and also in Veeva application support. I worked closely with cross functional team in the Analysis, Development, Documentation, Testing.

**Work Experience:**

Programmer Analyst Cognizant, Kolkata June 2018 to till date

**Technical Skills:**

Technology Apex, Visualforce, Veeva CRM

Tools & Editors Developer Console, Apex Data Loader, Oracle SQL Developer, Brackets, Workbench

Languages Apex.

OS Windows 7, Windows 10

Database Oracle 11g

DB Languages SQL, SOQL, SOSL

**Certifications & Accomplishments:**

* Salesforce.com Certified Force.com Developer (Platform Developer I)
* Salesforce.com Certified Platform App Builder (Dev 401)
* Salesforce Certified Administrator (ADM – 201)
* Process Automation Specialist Superbadge
* Lightning Experience Rollout Specialist Superbadge
* Business Adminstration Specialist Superbadge
* Selling with Sales Cloud Specialist Superbadge

**Education Qualifications:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **College/University** | **Year of Passing** | **Type of Study** |
| BTech, ECE | Koneru Lakshmaiah Education Foundation | 2018 | Regular |
| Intermediate | Sri Chaitanya Junior College | 2014 | Regular |
| Tenth Class | Jubilation Public School | 2012 | Regular |

**RESPONSIBILITIES IN PROJECT :**

**Project – 1: AbbVie**

**Role:** Salesforce Health Cloud Developer & Data Migration Specialist

**Project Title:** Health Care – Pharmaceutical Client: Health Cloud

**Sector:** Life Sciences

**Project Description:**

The scope of this project is to develop an application for a health care client using Salesforce customization and configuration and provide the application to the client and to migrate the data present with the third party affiliates into the newly developed application. Providing support and training to the clients on how to use the application developed.

**Roles and Responsibilities:**

* Worked for more than 2 years in development of Health Cloud application for AbbVie client.
* Documentation of functional requirement specification
* User creation and implementation of security standards based on requirements
* Creation of lightning apps and development of lighting pages using configuration.
* Creation of fields, page layouts and record types
* Creation of workflow rules and process builders
* Writing triggers, Batch Apex, Test classes
* Creation of Validation rules , Workflows, Process Builder, Approval Process
* Creation of reports and dashboards based on requirements
* Performing Smoke testing, Sanity Testing, Unit Testing and documentation of Unit Testing.
* Deployment using change sets in DEV, QA, Production environments
* Performing data migration by collecting the data from third party affiliates
* Documentation of project verification and project summary
* Provide training to end users and new joiners into technology.
* Provide regular support for client post go-live

**Project -2 Allergan**

**Role: Veeva Administrator**

**Project:** Health Care – Pharmaceutical Client: Veeva

**Sector:** Life Sciences

**Duration:** 5 months

**Team size:** 30

**Project Description:**

The scope of this project is to provide support to Sales Representative using Veeva application built on Salesforce CRM to provide service to sales representatives to record calls, manage survey, provide details of doctors (accounts) in their territory etc. Tickets raised by country local admins are resolved to provide them the support they need, in order to perform their tasks.

**Roles and Responsibilities:**

* Working in support project, I have learned to deliver the things in timely manner without SLA delay.
* Provide 24x5 support for Sales Representatives, Managers & Country Local Admins
* Knowledge in User Management, Account Management, Territory Management, MCCP, Account Plan, Call, Meeting, Survey, TOT, Sample Management, Survey Management etc.
* Smoke Testing and Sanity Testing
* Training on Veeva Modules for new joiners into Team.
* Managing User setup and on-boarding users.
* Scheduling batch job and monitoring batch jobs.

**Personal Details:**

**Name:** Chittamuru Kavya Maalika

**Date of Birth**: 18-05-1997

**Gender:** Female

**Nationality:** Indian

**Designation:** Salesforce Developer

**Preferred Location:** Hyderabad

**Notice Period:** 2 Months

I hereby declare that the information furnished above is true to best of my knowledge.

**Place :** Guntur C. Kavya Maalika

**Date :**