Usha KiraN Ph.NO: 925-574-3316

**Email:** **UshaKorukonda.k@gmail.com**

**Professional Summary:**

Having 9 years of experience in IT, out of which 4.2 years of experience on salesforce worked as a Salesforce Developer/Administrator with domain experience which involves configuration, customization, communities, integration, deployment, classic to lightning development, lightning components, lightning design system, lightning locker services and lightning data services, Designing of service Cloud, Sales Cloud, force.com, Marketing Cloud, Sales & Service Cloud, CPQ. 4.10 years of experience on SAP CRM Functional Consultant with strong Implementation, Change requests, solving integration issues, end-to-end project life cycle and worked on Agile framework.

**Technical Summary:**

* Strong Knowledge about **Sales cloud, Service cloud, Community Market Configuration**, and **Customization** and good understanding with **Client/Server architecture, Object oriented design techniques** and web application design.
* Expertise in **developing Salesforce Lightning** Apps, Components, Controllers and Events.
* Expertise in designing of Custom Objects, Custom Fields, Pick List, Role based page layouts, **Workflow** Alerts & Actions, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats, Design of **Visual Force** Pages, Record Types, **Dashboards**, and Email generation according to application requirements.
* Extensive experience using **Salesforce.com Administration**, Creating Roles, profiles, Page layouts.
* Worked on the designing of the **custom objects,** **custom fields**, role-based page layout, Custom tabs, Custom reports, Custom folders, report extraction to various formats, design of **visual force pages, Snapshots and dashboards.**
* Experience in developing **Visual force pages** and **Custom Objects** using Apex Programming on Force.com Platform.
* Technical Knowledge about Salesforce lightning **schema builder**, process builder, app builder, components and lightning connect.
* Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules.
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as **Sales Cloud, Marketing Cloud** and **Service Cloud.**
* Strong understanding of fundamental **business processes**, excellent Communication and inter-personal skills with ability to work well in a **dynamic team environment**.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent **analytical and presentation skills**.
* Strong experience in configuring and customizing the key capabilities of SAP CRM including the modules - CRM Enterprise Marketing, Sales, and Web UI.
* Good knowledge in Service and Middleware.
* Knowledge in SAP Cloud for Customer (C4C).
* Successfully carried out Full Lifecycle Implementation and Support Projects.
* Experience in AGILE and SCRUM Implementation methodologies involving all phases of Story Writing Workshops, Story Estimations, Product Backlog, Sprint Planning Meeting, Sprint Review Meeting and Sprint Retrospective.
* Involved in writing User Stories with Business Analyst & responsible for all Quality Assurance Testing.
* Responsible for resolution of Incidents and Change calls within the agreed SLA and Interacted with the end users whenever required.
* Interacting with prospective clients and fulfilling their Advertising requirements
* Facilitate the Clients with the Media Plan's & Budget's, required Layout Presentation, Indoor & Outdoor advertisements and printed material

**Skills**

|  |  |
| --- | --- |
| **Languages/Scripts:** APEX, Visual Force, Lighting Components Controls, SOQL, SOSL, VB Script, Java Script, J-Query, HTML, XML, CSS.**Salesforce Technologies:** Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visualforce (Page, Controllers)**Web Servers:** Tomcat 4.x/5.x, IBM HTTP Server, and Apache Web Server.**Application Servers:** IBM Web Sphere Application Server 4.x/5.x.**RDBMS:** Oracle, MS SQL Server, MS Access, IBM DB2.**Operating Systems:** Windows NT, 2000, XP, Linux.**Reporting Tool:** SAP Business Object Dashboard, Crystal Report and Web Intelligence. | **Database Tools:** MS SQL Server, Oracle, Ingres, MySQL**Force.com tools:** Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector**Custom Integration:** Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading**IDE:** Eclipse, Force.com Eclipse IDE plug-in, MavensMate with Sublime Text**Tools:** MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio,**Platforms:** Windows (NT/2000/XP/Vista/7)**ERP:** SAP CRM, and SAP C4C**Modules:** Marketing, Sales, Service, Web UI, IC Web Client and Middleware**Ticketing Tools:** HPQC, My Service Portal, JIRA, SDM 12 and Service Now |

**Work History**

**Role: Salesforce Lightning Developer** **Sep 2019 - Current**

**Accenture Arlington, VA, USA**

***Roles & Responsibilities:***

* Interacted with various business team members to gather information and documented the requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers on Force.com for various functional needs in the application and experienced in creating Lightning pages inside Lightning Community Builder.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Embedded Lightning Components in Visualforce Page by using new Lightning out feature by event-Driven Programming.
* Agile Development Methodology was followed for the implementation.
* Managed Salesforce integration with existing systems and third-party providers.
* Developed various Custom Objects, Tabs, formula fields, Components and Visualforce Pages and Controllers.
* Developed Lightning components to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Created validation rules for performing data validations depending on the user's profile and their record type.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards to fulfill business needs of the organization.
* Developed Visual Force pages to change the look and feel, tabs and views of the Salesforce.com UI in accordance with the company’s requirements.
* Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in theSalesforce1 mobile platform to make Lightning application to mobile.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Developed business documents for Salesforce.com Custom objects.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Provided the training to Business users about the system.

**Environment:** Salesforce.com Platform, Apex Language, Lightning, Data Loader, Apttus CPQ, HTML, omni script Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, CTI, Eclipse IDE Plug-in, Windows XP.

**Role: Salesforce Developer** **Feb2018 - Aug 2019 Refinitiv Financial Solutions Creve Coeur, MO, USA**

***Roles & Responsibilities:***

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Experienced working in Cross-functional teams, identifying business requirements and supporting sales/marketing efforts.
* Worked along with the team on various Apex classes, Controller classes and Apex Triggers for various functional needs in the application to match the business requirements.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created workflow rules criteria for field updates and email alerts and used field level Security along with the page layouts in lightning to manage access to certain fields.
* Created various Profiles, Roles, and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* In-depth understanding of Salesforce.com Sales Cloud, Service Cloud and Force.com product offerings.
* Created the email templates to be used in Workflows, Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Good understanding of Configuration and Pricing management, like: Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.
* Strong understanding of Salesforce CPQ capabilities and limitations and can clearly communicate those to customers.
* Performed large and small-scale Data Migration using Migration Tool and Data Loader.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolution.
* Translated them to business and functional requirements for Sales and Service Clouds in SFDC.
* Created Email Templates and Mail Merge Templates and was involved in preparing Mail Merge for different standard and custom objects with Lightning.
* Implemented Salesforce customer relationship management (CRM) for Marketing, Sales and Case Management also implemented sales cloud and service cloud to improve customer retention and service delivery process improvement.
* Used SOQL SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Knowledge on implementations related to Quote-to-Cash.
* Involved in end-to-end testing and configuration enhancements for the CPQ and CLM functionalities.
* Developed Test cases for Unit Testing of the Mappings and was involved in the Integration Testing.
* Authored and supported Functional Requirements Documents and Business Requirements Documents.
* **Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Chatter, Data loader, Salesforce .com Data Loader, Health cloud, Force.com Communities, Sites, Sales Cloud, lightning, service cloud, ETL, GitHub, API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Windows XP.

**Salesforce Developer/ Administrator** **Jan 2017 - Jan 2018**

**Qualcomm Hyderabad, India**

***Roles & Responsibilities:***

* Involved in identifying, planning, and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, reports, apex code) to meet business requirements.
* Used the force.com IDE (Eclipse) for development and code promotion.
* Developed batch interfaces and processes to integrate Salesforce.com with external systems.
* Experience in using Data loader and scheduling timely data backup operations using Apex scheduler.
* Implemented escalation rules, Automatic Case generation and their escalation to call center representative and generated emails alerts for quick issue resolution.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visual Force Pages.
* Developed several Triggers, Apex Classes and Visual force Pages as a part of an application development.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created Master-Detail and Lookup relationships on Standard and custom objects and defined junction objects to establish connectivity among objects.
* Written Batch Apex to handle progressed opportunities.
* Implemented field level security along with the page layouts to control access to certain fields.
* Maintained version control using GITHUB along with auto rabbit to manage all the deployment.
* Audited, uncovered, and resolved data integrity issues with legacy systems.
* Involved in developing tests for custom apex code.
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatica on demand.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatica on demand.
* Involved in establishing and maintaining the change control processes for multiple sandbox environments.
* Developed and performed training for the sales staff on the use of the system.
* **Environment:** Apex, Force.com, Triggers, API integration, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP, API, Chatter, Sandbox data loading, Git, DML Query, Web Service integration, Metadata API, SaaS/PaaS.

**SAP CRM Functional Consultant** **Jun 2014 - Dec 2016**

**Portware LLC Hyderabad, India**

***Roles & Responsibilities:***

* Wrote functional specification documents for Activities, Tasks, Opportunities and Sales Reports.
* Involved in supporting business users during User Acceptance Test (UAT).
* Worked closely with other Modules like SAP BASIS, SAP Authorization, SAP Development, SAP BW, SAP FI-CO, SAP SD, SAP MM and with Service Desk and Master Data Teams.
* Knowledge on Middleware settings in CRM and ECC, Administration Console, Data Loads, Middleware Enhancements using BADIs and User Exits.
* Having sound knowledge in customizing and configuring the Basic functions like Organizational data determination, Partner processing, Transaction Processing text determination, Activity management, status profiles and Action profiles.
* Showed TPM project and was Involved in Internal App designs.
* Provided troubleshooting support for CRM and Middleware errors in landscape.
* Resolved issues related to organizational structure, verified business roles, took the user lists that had been accumulated and worked closely with the security team regarding the roles added.
* Handed issues related to SAP CRM Master Data, Order Management and Pricing configuration.
* Good functional Experience of Middleware in BDOC'S, data exchange between ERP backend & SAP CRM, and consistency & monitoring of the data exchange.
* BP Roles, Activity Types, Opportunity Types, Number Range, Date Profiles, Text Profiles, Partner Determination Procedure, status Profile, Org. Hierarchy, Action Profile, Navigation Bar profile, views, work centers, direct links, and outlook integration.

**SAP CRM Functional Consultant**  **Jan 2012 - May 2014**

**Atos India Pune, India**

**Roles & Responsibilities:**

* Gave support to SAP BW team for missing Activities created by User's.
* Knowledge in Web client such as Agent Inbox, Interaction Centre, CIC-Web client profile, Business Transaction profile, Navigation Bar, Transaction Launcher, Broadcast Messaging, Interactive scripting.
* Did object creation using the BOL and GENIL layer.
* Conducted training sessions for team members in functional areas, and impart knowledge on business context, solution design, open issues, and act as mentors to support analysts.
* Worked on Change calls related to Sales District Postcodes updating according to Business requirements by running a program in SE38.
* Worked on IVisit issues under Sales Role and corrected Customizing settings for Activities in User Calendar. Involved in Territory Management issues, related to Sites and Portfolios.
* Worked with SD Team for issues related to IDOC's.
* Handled incidents related to Transaction Launcher, when User was unable to create Sales Orders from SAP CRM in R3 (SD).
* Understanding the current business processes and Involved in customizations based on the User Stories.
* Configured Transaction types & Item Categories for Licensing Deal Documents (Copied from Sales Agreements), Opportunities & Quotations and defined Copy Control for Transaction Types, so that Quotation, Appointment & Task can be created from Opportunity.
* Defined Partner Determination Profile for Licensing Deal, Opportunity and Quotation Transaction Types. Created Text Determination Procedure for Licensing Deal.
* Quotations are replicated from SAP CRM to SAP R/3, and the relevant Sales Orders are generated referencing the Quotation Document in SAP R/3.
* Pairs with Business Analyst's and Developers to ensure high quality output (e.g., is involved in writing user stories, unit tests, updates developers about changes in User Stories).
* Is responsible for testing the completed user stories in each Sprint from the End User's perspective and Coordinate’s test sessions with the Product Owner's. Drafted Test Documentations.
* Handling various Tickets of Client's issues and Ticket resolution as per priority.
* Responsible to resolve the maintenance issues from Client's side to support the day-to-day operations and maintain the Turnaround Time to a minimum for all the issues.
* Co-ordinate periodically with the client to inform critical issues and future assignments.
* Updating the Tickets from time to time with the progress done on the problem, so that the status of the ticket is communicated across the business and the respected Leads timely.

**Education**

MBA: Marketing & Entrepreneurship 2005

Siva Sivani Institute of Management Hyderabad, India

B.com: Commerce 2003

Loyola Academy Hyderabad, India

**Certifications**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* SAP CRM ADMIN

**Languages**

|  |  |  |
| --- | --- | --- |
| **English**: C2Proficient |  |  |