## SAVITHA S

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**SUMMARY:**

* Over **4 Years** of experience in Salesforce.com BA, Administration, QA and CPQ involved in designing, modelling, analysis and maintenance of CRM systems.
* Interacted with various business team members to gather the requirements and documented the requirements for implementing in Salesforce and enhancement projects.
* Created process flow diagrams to facilitate better system understanding using ‘Lucid Charts’.
* Have a good experience in Agile Methodology.
* Acquainted and well versed with CRM processes like Sales, Customer Support, Business Processes, and recommended solutions to improve their processes using SFDC.
* Remarkable experience in product life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers and support teams, outstanding troubleshoot workflow issues.
* Worked on Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Extensive Knowledge in building Custom Applications, Custom objects, Picklist, role-based page layouts, Email to Case, Web to Lead, Workflow Alerts and Actions, Flows, Validation Rules, Approval Processes, Custom reports, Report folders, Report extractions to various formats, Dashboards, and Email generation according to application requirements.
* Experience in configuring **users**, **profiles**, **roles** and **permissions** as per the business.
* Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Having Working Knowledge in Apex Data Loader, SOQL and SOSL & DML.
* Knowledge on Triggers, Apex classes and Visualforce Pages. Experience in Deployment using **change sets**.
* Created Products, bundles, options, pricing Methods, etc.
* Experience in Salesforce CPQ Configuration. (Product Rule, Price Rule, Discount Schedule, Summary Variable, Option Constraints etc.)
* Analysing bugs, interacting with team members in fixing errors (creating test scripts), also assisted in Post–Production support, Generated Test Cases & Test data.
* Gathered information from various sources and evaluate them according to the client's needs.
* Prioritize and manage projects and initiatives in accordance with the requirements of business
* Superior communication skills and inter-personal skills, accustomed to working in both large and small team environments.
* Responsible for creating, managing, and delivering of required documents for application.
* Configured and managed various packages like Non-Profit Success Pack, Web to any and Program Management module.
* Experience in handling the ITSM tickets.

**EDUCATION DETAILS:**

* B.com

**TECHNICAL SKILLS:**

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| --- | --- |
| **Languages** | Apex, C, C++, Core Java. |
| **Web Technologies** | HTML, CSS, Visual Force. |
| **Database Servers** | MYSQL, SOSL, SOQL, Salesforce Inspector. |
| **IDE & Tools** | Force.com IDE, Apex Data Loader, Workbench, Salesforce CPQ, ITSM |
| **Operating Systems** | Windows. |

**PROFESSIONAL EXPERIENCE:**

**Project 1: Deal**

**Role: BSA**

**Client: Windstream**

**2021(March) – Till Date**

**Description:** DEAL is an internal CRM system implemented using the Salesforce platform. It is part of the digitalization initiative, to decommission the existing MAMIS application and migrate the functionalities of MAMIS on the Salesforce platform. The key accomplishments of this system are: Lead Management, Account Management, Contact and External Person Management, Business Relationship Management, Opportunity Management, Engagement Management, Activity Management, Standard Reporting.

The DEAL shall have approval flows for Account Qualification, Business Relationships, Opportunity Life cycle and Engagement lifecycle. Flow shall be part of the approval of QRM initiative, which are be implemented within the Deal system.

**Roles and Responsibilities:**

* Used Salesforce.com standard objects Accounts, Opportunity and created custom objects to configure this application.
* Work with clients and end users to gather, understand, and define business.
* Collaborate with developers to test and verify, that solutions will meet the business requirements.
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training.
* Gathering, and analysing user input and requirements.
* Documenting user stories and creating to-be process flow diagrams.
* Creating the User Stories in Azure DevOps and allocating them to the team members.
* Handing the Sprint and releases to Production.
* Creating the defects if any required and handling the status up to date.
* Creating the Test Cases for the respective User Stories in Azure.
* Created Products, bundles, options, pricing Methods, etc.
* Experience in Salesforce CPQ Configuration. (Product Rule, Price Rule, Discount Schedule, Summary Variable, Option Constraints etc.)

**Project 2: GWP**

**Client: ACG**

**2019(March) – 2021(Feb)**

**Role: Salesforce Business Analyst & Administrator**

**Description:** The Greater Washington Partnership brings together civic-minded business leaders who share a commitment to the future of their region, from Baltimore to Richmond. The Partnership focuses on creating solutions for the major issues of transportation, human capital, innovation and entrepreneurship in order to make the Capital Region a centre for business growth and innovation.

**Roles & Responsibilities:**

* Created Enrolment form using Web-to-Lead to register students through their website.
* Working on SFDC Administrative tasks like creating Custom Objects, Profiles, Roles, Users, Page Layouts, Workflows, and Process Builders.
* Implementing and Handling Program Management Module as per their business requirement.
* Deploying the metadata and automations using Standard Sales force change sets.
* Work with clients and end users to gather, understand, and define business.
* Collaborate with developers to test and verify that solutions will meet the business requirements.
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing and end user training
* Gathering, and analysing user input and requirements.
* Documenting user stories and creating to-be process flow diagrams.

**Project 3: SMASH**

**Client: ACG**

**2017(Nov) – 2019(Feb)**

**Role: Salesforce Business Analyst & Administrator**

**Description:** The Kapor Center aims to make the technology ecosystem and entrepreneurship more diverse and inclusive. They are particularly interested in positive social impacts for communities that have historically been on the periphery of access to opportunity, participation and influence in the United States. They operate through donations by organizing online Campaigns.

**Roles and Responsibilities:**

* Handling Non-Profit Success Pack (NPSP).
* Involved in full lifecycle implementation of project related to CRM.
* Handling all basic administrative functions including reports and dashboards, workflows, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Used Salesforce.com standard objects Accounts, Opportunity and created custom objects to configure this application.
* Created relationships between objects, Process Builder and Flows.
* Configuring users, profiles, roles and permissions.
* Work with clients and end users to gather, understand, and define business.
* Collaborate with developers to test and verify that solutions will meet the business requirements.
* Participate in key meetings with clients including requirement sessions, system demos, user acceptance testing, and end user training
* Gathering, and analysing user input and requirements.
* Documenting user stories and creating to-be process flow diagrams.

**Date: (S. Savitha)**

**Place: Bangalore.**