



# Lakshmi Narayana

Salesforce

Developer(Vlocity/omnistudio & Industry CPQ



## Professional Summary

- Evaluating company processes, developing CRM workflows and adapting applications for business needs. Skill at preparing technical documentation, supporting fellow developers and testing applications. Creative team player with strong technical and time management skills.
- 4x Salesforce Certified Vlocity/Industry CPQ Developer with 4 years of IT experience and around 2 years of experience into salesforce Platform.
- Good hands-on knowledge and understanding of Classic and Lightning UI, desire to learn new environments and to collaborate with fellow associates to bring the best value to the business users into Sales and service cloud.
- Good knowledge of Salesforce development and customizations, with APEX, API, Force.com and Workflow considering best practices, support mechanisms, procedures, and limitations Experienced with various SFDC implementations covering Sales Cloud, Service Cloud, Force.com and App-exchange Applications.
- Well experienced in working with Salesforce Omnistudio(Vlocity) and strong experience in designing Flexcards, Data raptors, Integration procedures, Omniscripts.
- Good experience in Order Management developing orchestration Plans, Items,



## Contact

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## Skills

Omnistudio



Upper intermediate

Industry CPQ



Intermediate

Order Management



Upper intermediate

Integration



Elementary

Communications Cloud



Upper intermediate

BSS/OSS



Intermediate

APEX



Scenarios and OM callout and EPC.

- Experienced in SFDC administrative tasks like Creating Roles, Email Services, Page Layouts, Workflow Alerts, Validation Rules Actions, and Approval Processes. Good experience in Apex, Data Loader, Import Wizard, and SFDC Data Export.



## Certifications

- Salesforce Certified Platform Developer 1 (PD1), Certified Omnistudio Developer, Certified Industry CPQ Developer, Vlocity Order Management Developer



## Work History

2022-02 -  
Current

### • Packaged App Development Analyst

Accenture Solutions PVT LTD, Bangalore

#### Project: Google Fiber(Communications Cloud)

- As a **Vlocity Backend Developer** and **Production Support analyst** my responsibilities included in developing **IntegrationProcedures, DataRaptors, OmniScripts and flexCards, Order Management, CPQ(EPC), Managed packages, Metadata, Integration Designs**, Bugs resolving, OOTB functionalities development in IP and DR, Root Cause Analysis for bugs, Design Change and Use Cases development.
- I have In and Out experience on implementing IP and DR using formulas and OOTB functionalities.
- Fixing bugs related to order submission, products not appearing in the cart, data issues, Order Management which is Orchestration Items not populating/submitting and OM callout's in the backend will rectify.
- Designed complicated VIP's with respect to my project 3rd party integration system and billing application.
- Updating in the Scrum calls about the stories and design changes and bugs related information and status.



## TrailBlazer Profile

<https://www.salesforce.com/trailblazer/lvayagundla>



## Linkedin

<https://www.linkedin.com/in/lakshmi-narayana-6733aa162>

- I have a good experience in Order Management developing orchestration Plans, Items, Scenarios and OM callout.
- Good experience in **Product catalog creating Products, Attributes, Picklist, Rules.**
- Attending onsite calls to get the information about design updated and salesforce cases, Architecture for new design and backend pipeline Database changes implementing all these by talking to Solution Architect
- Participating in code review and optimizing if any performance issues comes and coordinating with devops teams about their pipeline issue with respect to code changes.

2021-07 -  
2022-01

## ● **Salesforce Developer/Vlocity**

Saint Gobain, Chennai

Gobain S.A Is a French multinational corporation, founded in 1665 in Paris and headquartered on the outskirts of Paris, at La Défense and in Courbevoie originally a mirror manufacturer, it now also produces a variety of construction, high-performance, and other materials.

### **Responsibilities**

- Created Omniscripts, Flex Cards, Templates, Dataraptors in Vlocity as per requirements
- Implemented Integration procedures, DataRaptors to get the data from the salesforce Org
- Developed various flexcards to display contextual info of the client project
- Developed complex omni scripts with respect to client requirement
- Integrated live data into Data raptors and integration procedures by using 3rd party Api's
- System integrations involving Salesforce.com web services (JSON, SOAP), as well as Vlocity Integration Procedure
- Coding standards, development processes, and best practices
- Created Api's to access SAP to salesforce through external data connectors
- Used Vlocity industry CPQ to create some functionalities and developed some base into

EPC and order management.

2019-12 -  
2021-04

## Senior Consultant

Diamondpick, Chennai

### Responsibilities as Data creation/Support Analyst

- Developed Reports and Dashboards and supports data analysis
- Developed multiple triggers for business requirements
- Good knowledge on External data source connection of OData Authentication with external systems
- Tested APIs in Postman using connected app in salesforce
- Developed workflows and triggers.

2019-05 -  
2019-11

## Technical Analyst

Suprasoft Technologies Private Limited

- I was a part of Data support and annotations, operations of database Administration.
- Database Management, Analysis and reports



## Education

2013-03 -  
2017-04

### Bachelor's: EEE

JNTU Anantapur - AP