Naga Sri Vaishnavi Pillalamarri

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Summary

Having 7.5 years of experience in IT industry, which comprises of distinct roles like trainee, Auditee, developer and Team lead.

Skills

Salesforce Sales Cloud Service Cloud, Salesforce CPQ, Apttus CPQ,

X-Author

along with hands-on over

Oracle, ANT, XML

Have working experience on the different domains

Secondary Skills:

Maintaining the Audit records, Risk registers, compliance Registers, attending audits, Reviewing Salesforce projects.

Experience

IT Analyst| TCS| March 2012– 2018

Consultant |Deloitte| March 2018- Till Date

Have actively involved in the Client Engagements, Technical discussions, Business Analysis, Project Execution and Quality Assurance.

Experience in Escalation management, defining the scope of the work and time estimates. Experienced in managing the successful delivery of Project in the given timelines.
Experienced in handling Project Audits.
Active participant of Toastmasters club.
Held a quality initiate across Salesforce practice for quality review in various aspects.
Experienced in identifying the manual tasks and automating the same.

Education

B. Tech|2011|JNTU Kakinada

M.B.A (Quality Management) | **BITS Pilani**

CERTIFIED
SALESFORCE
ADMINISTRATOR

PROJECT EXPERIENCE

Project –Connectwise-Quality Assurance| **Client** – Connectwise
Role - **Consultant**| Team Size –**3**| Technology **– Salesforce CPQ, X-Author, ANT, Data Loader, GIT, Force Reviewer**

The objective of the project is to set up a Quote to Cash using Salesforce CPQ

Roles & Responsibilities
- Configure product rules.
- Test order generation and currency accuracies up to 3 digits.
- Developed requirements with respect to order generation.
- Worked on X-Author for generating quoting documents.
- Used Data Loader to 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.
- Attended and organized regular onsite-offshore meetings to understand and deliver the requirements.

Project –Abbott- Lightning conversion fit gap analysis| **Client** – Abbott
Role - **Consultant**| Team Size –**5** | Technology **– Sales Force, Apttus, X-Author, ANT, Data Loader, GIT**

The objective of the project is to test for the lightning conversion capability of the Salesforce Org and provide the fit gap analysis.

Roles & Responsibilities
- To analyze requirements & provide impact analysis.
- Test the functionalities for the lightning compatibility.
- Analyze the gaps and provide solutions.
- Provide solutions or workarounds for the functionalities not working for lightning.

Project –MicroFocus Fast Team | **Client** – MicroFocus

Role - **Lead Developer**| Team Size –**5** | Technology **– Sales Force, Apttus, X-Author, ANT, Data Loader, GIT**

The objective of the project is to migrate to a new salesforce org from the old CRM without disturbing the existing functionality along with new enhancements.

Roles & Responsibilities

- Plan for the implementation with minimal impact on existing process.
- End-to-End testing for ensuring the quote generation process is hassle free.
- Involved in Developing Apttus Approval Process and worked on X-Author tool for Contracts.
- Involved in the development of new enhancements.
- Attended and organized regular onsite-offshore meetings to understand and deliver the requirements.
- Resolved production issues and supported business for Order closure.

Project –Wells Fargo Lift & Shift | **Client** – Wells Fargo

Role - **Lead Developer**| Team Size –**5 |** Technology **– Sales Force, ANT, Data Loader, GIT**

The objective of the project is to migrate to a new salesforce org from the old CRM without disturbing the existing functionality.

Roles & Responsibilities

- To analyze requirements & provide impact analysis.
- Plan for the implementation with minimal impact on existing process.
- Built an automation tool to easily identify the places where the brand name was used and provide to client
- Have generated an EXCEL tool to generate ANT scripts used for deployment.
- Involved in ANT deployments
- Perform internal audits, maintain records for audits, maintain risk register, compliance registers, e.t.c;

Project – Customer Interaction Center | **Client** – Super Value

Role **- Developer**| Team Size –**11** | Technology **– Sales Force – Service Cloud, GIT,JIIRA**

To build a CRM application for customer interaction with the service representatives using salesforce.CIC- is a customer interaction center where the end users are service representatives who deal with cases created by customers. The system existing in Siebel needs to be replaced with Salesforce.

Roles & Responsibilities
- Implemented the Deployment Automation Framework using Ant Scripts.
- Followed the standards specified by the client and maintained timelines for delivery.
- Followed agile methodology for implementing the requirements and had regular discussions with client regarding the requirements, Suggested possible solutions wherever possible.
- Actively involved in defect prevention UAT and Tech Test Environments.

Project – SAL (Save A Lot) | **Client** – Super Valu

Role **- Developer**| Team Size –**9** | Technology **– Sales Force – Sales Cloud, GIT**

The purpose of this project is to replace the existing CRM applications from Microsoft Dynamics with an enterprise solution Salesforce to save cost, time and improve the efficiency of the system.

Roles & Responsibilities
- As a developer have given robust and reusable code for implementation of requirements
- Understanding the existing process flow and rebuilding new flow without affecting the output.
- Analyzed the impact of changes on the system.

Project – Independent Business| **Client** – Super Valu

Role **- Developer**| Team Size –**11**| Technology **– Sales Force – Service Cloud, GIT,JIIRA**

The purpose of this project is to migrate the existing CRM applications from Microsoft Dynamics with an enterprise solution Salesforce

Roles & Responsibilities
- Understanding the existing process flow &rebuilding without affecting existing.
- Analyzed the impact of changes on the system.
- Followed the standards specified by the client and maintained timelines for delivery.
- Actively involved in defect prevention UAT and Tech Test Environments.

Project – Process Automation| **Client** – Target

Role **- Developer**| Team Size – **3**| Technology **– MS Visual Studio 2010, C# 4.0**

The project objective is to monitor all the support teams, Understand the manual activities and automate the same, This way avoiding manual errors and saving time .So that the support teams do not miss their SLA's.

Roles & Responsibilities
- Identified the manual task from the team
- Preparation of SRS,ETA
- Build the tool
- Unit Testing ,Demo