**Sowmya Awari**

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**Professional Summary:**

* Over 7 years of Salesforce experience in consulting covering in analysis, quality assurance, Configuration and prototyping.
* Salesforce Certified Administrator and experience working with Agile Scrum teams for enterprise level projects.
* Experienced in working with clients to map out their existing Business Processes, preparing business flows and validate high quality deliverables.
* Experience in Construction, Safety, Legal, Financials, retail and Hospitality Industry domains.
* Sowmya brings the business knowledge of diverse industries supplemented by quality analyst skills, Business Analyst, Admin/Configurationand Strong CRM knowledge.
* Possess comprehensive understanding of CRM business process like lead management, Opportunity management, Case Management, Quote life cycle and Field Service Lightning.
* Extensive Knowledge of CRM implementation cycle in Salesforce Sales, Service, Marketing, Commerce Cloud and Field Service Lightningapplications.
* Extensive experience in Software Development Life Cycle (SDLC) methodologies such as Traditional Waterfall approach, Agile – Scrum.
* Experience in Creating Users, Roles, Profiles, search layout, Record Types, Page Layouts, Validation Rules, Email Templates, Banner text on Case console.
* Implemented security and sharing rules at object, field, and record level for different users.
* Expert in requirement Analysis, Design. Participated in workshops to gather detailed requirements and work closely with architects, integration teams, developers, SMES and offshore team.
* Expert in detailing the requirements, prepare user stories and process flows using Visio.
* Expert in root cause analysis, GAP analysis, Security, Risk analysis and feasibility study
* Expert in preparing Business requirement document, Use Cases, Data Mapping Document.
* Detail out requirements for Field Service Lightning for the Fields Agents including the Scheduling, Service Resource management, Service Orders and Status Transition.
* Worked on the FSL predictive routing to improve the agent travel time estimates.
* Experience in creatingSalesforce reports and dashboards as per the business needs.
* Provided training to the internal business users to use the application and develop custom reports.
* Experience in creating and executing the test cases.
* Experience in writing SOQL and validating the data.
* Proven ability in working individually or as a part of a team, Process improvement activities, Reporting and Assisting to Manager.
* Posses strong analytical and problem solving, interpersonal and communication skills, fast learner, strong team player with clear understanding and goal-oriented approach to problem solving.

**TECHNICAL SKILLS**

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| --- | --- |
| Force.com Features/Tools | Reports, Dashboards, Workflows, Tabs, Role Hierarchy, Security Controls, Applications, Page Layouts, Record Types, Validation Rules, System Overview, Apex Data loader, Apex, Workflow Rules, Process Builder and Lightning flows. |
| Programming Languages | SQL, Java Script, HTML, XML, SOAP, APEX |
| Operating Systems | Windows (10, 7, XP) |
| Testing Methodologies | Waterfall Model, V-model, Agile methodology |
| Defect tracking tools | Quality Center, JIRA |
| Documentation tools  | MS-Word, MS-Excel, MS-PowerPoint , Visio |

**CERTIFICATIONS**

* Salesforce Certified Administrator (ADM 201)

**EDUCATION**

* Bachelor’s Degree in Computer Science fromJNTU University, Hyderabad– 2008

**PROFESSIONAL EXPERIENCE**

**Salesforce Lightning Migration – Senior Salesforce Business Analyst**

**Samsung SDSA, New Jersey June2020 -Present**

**Environments: Salesforce Sales, Service and Marketing.**

This project is about Migrating existing salesforce classic version of application to Lightning.

**Responsibilities:**

* Prepared process flows for existing Sales and Service functionality in Classic and Lighting version.
* Worked on Salesforce standard and Custom Objects like Accounts,Contacts,Opportunity, Installation sites, Assets and Credit memos.
* Tested and validated Roll out plans on Products.
* Experience in testing and validating Approval process like quote approval process.
* Performed validation for Chanel relationship managements and partners.
* Preparing the test cases based on the user stories and documenting positive and negative test scenarios.
* Performed Regression testing,Smoke testing and Integration testing.
* Performed various types of SFDC testing including profile based, role based, cross browser and mobile testing.
* Executing end to end functionality of Opportunity management, Inquiry and Lead conversion process.
* Validating Campaign creation and validating Page layouts based on Record types.
* Performed validation of de-duplication of Accounts, Contacts and Leads etc.
* Reporting the bugs and capture the screenshot of the issue in the JIRA.
* Participated in daily scrum meetings.
* Work closely with development and integration teams to show the behavior of the new application and bugs.
* Documented the complex processes for the rollout functionality.
* Performed admin activities including user creation, Creating layouts, Record Types, Guided path on the lightning Console.
* Performed the end to end functionality testing for lightning migrations including sales and service functionalities.
* Supported and performed end to end testing to validate the conversion of visual force pages to lightning components and worked with developers to fix for broken functionality.
* Created Salesrep Dashboard and my team’s dashboard to show the open Opportunities, quarterly revenue, Opportunities by stage.
* Prepared user training document and guided the UAT team to understand the lightning application.
* Prototype lightning console functionality to product owners and SMES to get up to speed and document the layouts, fields and added banner message.

**Salesforce Field Service Lightning –Sr. Salesforce Business Analyst**

**Mr David Flooring, Chicago June 2019 –May 2020**

**Environments: Salesforce Sales, Service and Field Service Lightning Applications.**

Manage installers to schedule appointments and manage inventory.

**Responsibilities:**

* Detail out business requirements by conducting workshops with Field Service Schedulers, agents and also captured nice to have features for improvements.
* Work closely with stake holders to detailed out the scope of the project.
* Prepared business requirement document and function design with Salesforce architect for critical areas including Work Order Management, Scheduling, Predictive routing, availability of resources.
* Detailed out requirements for the territory management and Service Appointments by territory using geo location.
* Feasibility of multi day appointment functionality for the service agents who work for more than a day.
* Capture possible scenarios for Scheduling Service appoints to the Service resources using the Gantt chart.
* Documented inventory management for the products availability and tracking.
* Setup the Field Service Lightning including territories, skills, work types, operating hours, scheduling policies, status transition, optimization rules.
* Performed Gap analysis by understanding the current systems and technologies, documenting the enhancements to improve system usage.
* Trained business users by giving demos to the team with the functionality and usage of the new features of the Field Service Lightning.
* Worked with the Architecture and development teams to implement the requirements with high quality and performed validation testing before release them to business users.
* Documented business flows using the Vision diagram and conduct daily meetings with business teams, development teams, offshore team for clarifications and tracking the requirements.

**Salesforce Quality Analyst**

**ISN Software, Dallas Mar 2018– May 2019**

**Environments: Salesforce Sales, Service and Field Service Lightning Applications.**

This project manages the contractor’s information needed by the hiring clients and contractors have to subscribe with ISN every year to maintain the status and ISN takes care of the contractor’s training and other needs. Salesforce application is used to improve the current process and manage contractors, hiring clients.

**Responsibilities:**

* Gathered requirements for Salesforce Sales and Service applications to support the sales and service processes by understanding the in house application.
* Participated in workshops to understand the pain pints and utilize the salesforce features to accommodate most of the out of box functionalities with minimal customizations.
* Gather all the requirements to generate reports and dashboards for the pipeline and revenue management.
* Work closely with Solution Architect for setting up the security and visibility of the data.
* Work closely with business SMEs to prepare the process flows using the Visio diagrams and prepare detailed user stories.
* Prepared the matrix with the must have features, nice to have and future enhancements based on the project scope.
* Expertise in preparing the data mapping documents, deduplication, data cleansing and transformation rules.
* Configured Salesforce reports and dashboards for the business users and provided the security based on the visibility rules.
* Prepared visibility matrix by object for Sales, service and FSL teams.
* Documented the sharing rules for the data visibility based on the roles and users.
* Performed system integration testing to make sure all requirements align with requirements including integration scenarios using SOAP (SOAP UI)/REST (POSTMAN) calls.
* Provided recommendations to use the salesforce features including Case console, Deep Clone functionality, Activity Plan activities, List views, reports, dashboards, email notifications, Record type and page layouts.
* Gathered detailed requirements about FSL module and scheduling and Gantt Chart usage, predictive travel, resource availability.
* Monitoring the system overview to make sure the organizational limits are not exceeded.
* Validated apex unit test classes for Trigger, Apex classes to meet 75% of code coverage before migrating to Production.
* Prepare presentation for the training internal business users.

**Mass Mutual, MA Nov 2017 – Mar 2018 Salesforce Senior QA Engineer**

**Environments: Salesforce Sales Cloud, Service Cloud and Marketing Cloud**

The Project is migration from Salesforce classic to Lightning for Sales, Service, Marketing applications for the insurance, retirement, investment modules**.**

**Responsibilities:**

* Work closely with the business team to understand the existing functionality and discuss about new behavior of the application.
* Work on the test strategy and plan to fit into the project times lines.
* Work closely with Salesforce architect to understand the lightning behavior and mapping it to the business functionality.
* Preparing the test cases based on the user stories and documenting positive and negative test scenarios.
* Performed various types of SFDC testing including profile based, role based, cross browser and mobiletesting.
* Executing end to end functionality of Opportunity management, Case Management and Lead conversion process.
* Validating Campaign creation and validating Page layouts based on Record types.
* Testing and validation of de-duplication of Campaign members.
* Testing High Priority Vs Low Priority Campaigns and Campaign members.
* Reporting the bugs and capture the screenshot of the issue in the JIRA.
* Understand the existing interfaces with backend system and performed the SOAP as well REST integration testing.
* Work closely with development team to show the behavior of the new application and bugs.
* Collaborating with Business Analyst, development and interface teams to resolve integration related issues.

**Cummings IN**

**Salesforce Senior QA Analyst Apr 2016 to Oct 2017**

**Environments: Salesforce Sales Cloud, Marketing Cloud Service Applications**

Project handles sales,marketing and service-related business processes for European countries. This implementation was a global project with multi phased approach with Europe as pilot 1 release

**Responsibilities:**

* Participated in the workshops to understand the business process along with the business, development team.
* Preparing the test plan for the project and making sure the QA test plan is in align with the development as well project time lines.
* Work closely with offshore team to meet the expectations and having daily calls with them to track the progress. Help them to understand the process and execute all the scenarios on time with high quality.
* Created Traceability Matrix to ensure that all requirements are covered in test cases
* Performed some level of salesforce admin activities including setting the emails, creating the reports, dashboards, list views for validating the data.
* Setting up the test users and assigning the profiles, page layouts and controlling the picklist values by record types etc.
* Performed testing related to the lead creation, convert it to opportunity and making sure all the required fields are populated with data.
* Validated the line items are populated with the prices and applied discounts, validated the total price is calculated
* Have performed the mobile testing in salesforce.
* Supporting the UAT team before rolling out to production whenever required. Participated in debugging prod issues along with support team.

**LexisNexis OH**

**Salesforce Senior Quality Analyst May 2015 to Mar 2016**

**Environment: Salesforce Sales, Service**

This project handles the sales business processes. The application is built based on the Salesforce CRM application

**Responsibilities:**

* Worked closely with the business team to understand the functionality.
* Preparing the high level test scenarios flows with the basic information using the Visio.
* Validating with the business and functional team to make sure everyone is on the same page.
* Preparing the test cases using the word document.
* Preparation and Execution of Test Plans, Test Cases for the mappings developed through the ETL Informatica 8 tool in the QA environment
* SQL queries used to validate source data versus data in the data warehouse including identification of duplicate records.
* Documenting the all defects with the resolution for future reference and making sure the priority of the defect is maintained for the management purpose.
* Proactively sending a reminder emails on the defects raised based on the criticality and the number of test cases are dependent on the defect to complete the test cases.
* Having daily calls with the testing team about the progress and road blocks, address any issues/concerns of the team members.

**Starwood Hotels, CT**

**Salesforce Quality Analyst Mar2014 – Apr2015**

**Environment: Salesforce Sales**

Starwood Integrated Sales and Catering (ISAC) is designed to improve the sales processes, deploy globally consistent and integrated sales and catering Process.

**Responsibilities:**

* Analyzing the current system built based on the java application and capturing the migration requirements.
* Performed testing for end to end life cycle for Lead life cycle, Opportunity manage, Order management.
* Performed Profile based testing to perform the record types and page layouts are set up properly based on different profiles.
* Performed Security testing, browser based testing and mobile testing.
* Validating the data loads performed by the data team.