**Vineetha Koilkonda**

**Salesforce & Vlocity Developer | +91 9182056520 |** [**koilkondavineetha@gmail.com**](mailto:koilkondavineetha@gmail.com)

**Career Objective:**

To pursue a challenging career and be a part of progressive organization that gives a scope to enhance my knowledge and skills in order to cope with latest technological changes. Willing to work as a key player in challenging & creative environment.

**Functional /Technical Knowledge:**

* Vlocity
  + Vlocity Omni Scripts, Vlocity DataRaptor Designers
  + Vlocity Calculation Procedures, Vlocity Calculation Matrices
  + Vlocity Integration Procedures
  + Vlocity Templates, Vlocity Actions, Vlocity Cards
  + Vlocity Interaction Launcher
  + DocuSign Templates
* Salesforce
  + Objects, Fields, Page Layouts, Record Types
  + Process Builder
  + Validation Rules, Workflow Rules and Approval Process
  + Communities
  + DataLoader, Data Import Wizard
  + Security and sharing Settings
  + Apex Class, Controllers, Triggers and VisualForce Pages
  + Reports and Dashboards
* Knowledge in **Salesforce Lightning**

**Certifications:**

* Vlocity Developer Essentials
* Vlocity Administration Essentials
* Salesforce Certified Administrator
* Salesforce Certified App Builder
* Vlocity CPQ Essentials (In Progress)

**Professional Experience:**

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| --- | --- | --- |
| **Organization Name** | **Designation** | **Tenure Duration** |
| Accenture Services Pvt. Ltd, Hyderabad | Salesforce & Vlocity Developer | July 2015 – Jun 2019 |
| Tech Mahindra Limited,  Hyderabad | Salesforce & Vlocity Developer | Jul 2019 – Till Date |

**Project Details:**

1. **Roche Diabetes Care Jul 2019 – Till Date**

Roche Diabetes Care is a pioneer in the development of blood glucose monitoring systems and a global leader for diabetes management systems and services.

Responsibilities (Role – **Salesforce & Vlocity Developer**):

* Started POC work for Roche Dia client using Vlocity CPQ. Developed a flow for an end patient to register into portal and can choose nearby hospital/retailer for medicine requirement based on Zipcode.

1. **Blue Cross Blue Shield of Michigan (BCBSM) Jan 2019 – Jun2019**

BCBSM is a Health Insurance Company which provides Medical, Dental and Vision Insurance Plans for the Michigan State. Insurance document is prepared as per client requirement using Vlocity (Managed Package) and Salesforce.

Responsibilities (Role –**Salesforce & Vlocity Developer**):

* Project started from scratch and as per the requirement, Flow is created using **Omniscripts**, Data post & extract from Salesforce is done by **DataRaptors**
* Based on the products and its attributes, **Rating** is Calculated and Total price for the Plan is displayed to the end user. Rating differs from Person to Person (Employee, Spouse, Child and other Dependent) and also from Zip Code to Zip Code
* Zip code, Rating Area, Age are taken as inputs for **Calculation Matrices** and these matrices are used in **Calculation Procedures** to calculate the total premium for an Employee along with Dependents for each product
* **Vlocity Templates** are used in these Omniscripts for better visuality. Changes are made to these templates as per client requirement
* These Omniscripts are published in the **Community** Portal page using Lightning Components, VF pages

1. **Anthem, Inc**  **July 2016 – Jan 2019**

Anthem is a Health Insurance Company which provides Medical, Dental, Vision and Life Insurance Plans for Large Group, Small Group and Anthem Balanced Group Companies. Insurance documents are prepared for different US states as per client requirement using Vlocity and Salesforce. Vlocity is a managed package with many features.

Responsibilities (Role –**Salesforce & Vlocity Developer**):

* Used **Omniscript** to create Insurance online filling form end to end flow. It is easy drag and drop of input fields to the step (Page) such as Text, Error Messaging, Blocks, Formulas and more. Apex Class is called using Remote Action and VF page link is provided in the link area
* When broker enters the data in the Insurance form, it needs to be updated into the salesforce database. This is done by **DataRaptor** **Load**. Similarly, data from UI can be fetched to Omniscript and can be used as input in future steps with the help of **DataRaptor** **Extract**
* **Vlocity cards** is the best way to display multiple objects data on a page within a card format. Styling for individual cards can also be done. If the data exceeds the card, Flyout is added to the card which makes the data appear when the mouse is hovered on the card
* When user clicks on icon say change address, it is redirected to Omniscript URL where user will be providing the details in omniscript and the data will be saved to DB using dataraptor. This on click action is performed by **Vlocity Action**
* When you add all these remote actions, Dataraptors in Omniscript, Response time increases. So to fix this, all these set of actions are called in a **Integration Procedure** which runs in one single transaction with less response time & avoiding Governor Limits
* Creating different **DocuSign Templates** for 14 US states and mapping them accordingly with dataraptor outputs so that data is saved in the DB

1. **CenturyLink**  **Oct 2015 - May 2016**

CenturyLink is an Internet Service Provider which provides core transport, IP, Voice, Video and content delivery for medium-to-large internet carriers in 46 US states and some cities in Asia.

Responsibilities & Details (Role - **CRM Analyst**):

* Worked on Salesforce where I have been part of analysing IT related Salesforce issues (CRM & Order Entry System) where in users are having issues in performing application functionality and admin issues
* Maintaining Business Communication with Client, Developers and Third parties in handling Outages on different applications
* Worked as an Incident manager supporting 14 applications
* Fixing Admin issues in salesforce such as Login, Access and Security issues
* Good End-to-End functional knowledge in Order Entry domain and Telecom Industry

**Accolades:**

* Recognized and appreciated by clients in Accenture for my commitment in different situations
* Received ACE award for my work deliverability

**Education:**

* Bachelors in Electronics and Communication Engineering (2011-15) GNITS, Hyderabad

**Personal Details:**

* Name : K. Vineetha
* Father’s Name : K. Mahesh
* Date of Birth : 15 Feb 1994
* Passport : Yes
* Languages Known : English, Hindi and Telugu

**Declaration:**

I hereby declare that all the information mentioned above is true and correct to the best of my knowledge and belief.

**Place**: Hyderabad **(K. Vineetha)**