

Ankshuk Reddy

Salesforce Administrator/ QA Analyst

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Visa Status: Green Card

Professional Summary:

A **certified Salesforce.com Administrator** & Business Analyst with experience of **4+ Years** in Apttus/SFDC full cycle implementations. I have worked closely with business teams analyzing the business requirements and have expertise in converting into technical requirements. I have in-depth knowledge and expert in all areas of a software development lifecycle including business requirements gathering, analysis, design, coordinating development, testing, documentation, deploying and production support activities. I have a proven track record of configuring salesforce integrated applications such as Apttus and Salesforce.

Skills

- Experienced in using Salesforce Service Cloud for giving Multi-Channel Support for the customers.Salesforce.com
- Excellent Hands-on experience in working with Force.com service cloud and sales cloud.
- Ability to prioritize and multitask in order to meet deadlines.
- Active participation in the discovery sessions and document the meeting minutes. Converting meeting notes into understandable requirements.
- Formulate the requirements to define the AS-IS process.
- Creating AS-IS process flows and update the flow as per the requirements gathered to formulate To-Be process.
- Working with developers and explain the requirements both functionally and technically.
- Conducting demo sessions with clients periodically to update the progress of the implementation.
- Documenting feedback and updating the process flows as required.
- Using salesforce administrative tools like layouts, approval process, profiles, process builders, workflows, views and reports etc.
- Ensure timely delivery of deliverables in the form of sprints.
- Train the trainer and end users as part of UAT sessions.
- Create help documents and knowledge base with appropriate screen shots and videos.
- Help with deployment and sanity test in the production environment.
- Help planning data migration and other post implementation activities.
- Consult with functional analysts and business groups to understand and design requirements.
- Proficient in Microsoft products including Word, Excel, Visio as well as process flow drawing tools such Gliffy.
- Strong communication, training and documentation skills.
- Proven ability to work in agile/waterfall environment.
- Demonstrated ability to meet deadlines, handle and prioritize simultaneous requests, and manage laterally and upward.
- Ability to work with various business teams including Sales and Legal.

- Strong Documentation skills such as Test Case Document, Business Requirement Document and Training slides.
- Capable to lead QA team, track UAT.
- End to end testing in Salesforce classic & Lightning.

Projects

Project: 4

Feb 2020 – JAN 2021

Position: Software QA Analyst (Salesforce CPQ/Conga CLM)

End Client: Google Cloud (GSuite).

Responsibilities:

- Interacted with various business team members to gather the requirements and documented the requirements.
- Preparation of Test Estimations and involved in creation of Test Plan.
- Performing Test Scenario Creation based on requirement specification provided in the Use cases and reviewing the Test Scenario created for different Use cases.
- Configured Salesforce CPQ to create Assets based on Customer purchases. All future Renewals will be based on Assets owned by Customer.
- Participated QA Standup/Scrum meetings and discusses enhancement and modification request issues and defects in the application.
- Worked with developers to update the defects, resolve them and track their status using Salesforce Tracker.
- Involved in Conga Composer Agreement generation, Creation, and Template validation testing.
- Participated in Driven discovery sessions, in gathering business processes from business teams, Configured Conga CLM application on SFDC platform.

Project 3: Cloudely Inc, San Jose, California

Mar 2018 – January 2020

Position: Salesforce Admin & Business Analyst (Apttus CLM)

End Client: Keller Williams (KW).

Responsibilities:

- Assisted in Customization and Integrations in Force.com.
- Installed Apttus Packages onto Salesforce and admin setup.
- Validated Apttus Wizard which consists of 80 fields where few are populated dynamically based on values selection.
- Performed administrative setup including Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, AppExchange Package & Custom Application, Sandbox data loading.
- Maintained salesforce custom objects including Accounts and Contacts, assisted users in creating new user accounts, contacts.
- Customized application based on customer specifications. Assisted developer in achieving customizations as per required with quality on time.
- Validated implemented and customized application on salesforce platform and made sure that system is error free.
- Magnificently maintained flawless system until post production support.
- Using X-Auth Tool, Data Loader.
- Administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Actions, Reports and queue & group setup.

- Strong testing in classic and Lightning.

Project 2: Cloudely Inc, San Jose, California

Nov 2017 – Feb 2018

Position: Salesforce Admin/Business Systems Analyst (Apttus CLM)

End Client: Counsyl, SFO

Responsibilities:

- As Salesforce admin for this implementation i have configured custom fields, validation rules, page layouts, record types and workflows.
- Performed Administrative tasks like Creating Roles, Profiles, Users, Email Services, Page Layouts, Actions, Reports and queue & group setup.
- I have Maintained track of Records & Tasks automation.
- Outstanding knowledge in Migrating data from source to destination using custom developed application & data Loader applications.
- Hands on experience in Metadata Extraction from different types of Agreement and migrating data to the newly developed system
- Interacted with various business user's groups gather the requirements for Salesforce Implementation and documented the requirements.
- I have lead and handled data migration for this implementation including data extraction, validation and migration.
- Good leadership qualities to support the goals of the organization
- Creating new user accounts, Opportunities and configuring Salesforce.com to fit security needs at the user and organization levels.

Project 1:

Sep 2016 – Nov 2017

Client: Cloudely Inc, San Jose, California

Position: Salesforce Admin

- Hands on Experience of creating Work flows and Approval process
- Experience in data migration by using data loader
- Hands on Experience in configuration using profiles, roles and Page layouts.
- Worked on creating objects like Contacts, Accounts, Opportunities, leads, Reports and Dashboard. • Experienced working with sandbox and production environments.

Environment: Salesforce.com, Workflows, approval process, Dashboards, Reports, Pick lists, Roles, Users, Windows, Apttus CLM.

Certifications

- Salesforce Certified Administrator (January 2017).
- Apttus CLM Certified (January 2018).

Technical Skills:

Tools : Salesforce Platform Word, DocuSign,
MS Office Adobe Sign, Excel, Word, Power Point :
Contracts Metadata extraction.
Collaboration : Google Drive

Academic Qualifications:

Bachelor's in Business Administration Hyderabad India
Osmania University