Naresh Pakalapati

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<u>Objective:</u>

Intend to build my career in areas of SFDC Willing to work as a key team member/Lead in a challenging and creative environment where performance is rewarded with new responsibilities.

<u>Experience Summary:</u>

- Having 5+ years of IT Professional Experience in SFDC.
- Good Experience in **Salesforce Testing** and **Salesforce Administration**.
- Working on **Agile** Methodology.
- Good Experience in **Sales**,**Service**,**Education**,**Commerce**,**Health** and **Marketing Clouds**.
- Good Experience in **Test script Design** and **Test Scripts Execution**.
- Good Experience in **bug reporting** and involved in **Triage** calls.
- Knowledge in **API** and **Integration** testing
- Good Experience in preparation of **Documentation**.
- Good Knowledge in **Configuration** of Salesforce.com.
- Experience in designing **Custom Objects, Custom Tabs, Custom Fields, Page Layouts, Lightning record pages** and **Record Types.**
- Good experience in **Relationships**.
- Involved in Automated business process by using **Flows, Workflow Rules** and **Approval Process** for automated alerts, field updates, and Email generation according to application requirement.
- Experience in creating **reports** and **dashboards** as per the client's requirement.
- Experience in configuring **users**, **profiles, roles** and **permissions** towards business requirements.
- Implemented security and **sharing rules** at object, field, and record level for different users at different levels of organization.
- Good knowledge of understanding **Organization Wide Defaults** (**OWD**).
- Good experience in **Apex Data Loader, Import wizard, work bench, JIRA, TFS, Azure DevOps** and **Tracker tools.**
- Good Working Knowledge in **SOQL & SOSL**.
- Good experienced in **Communities**.
- Good experience in Managed Packages (**DocuSign, one Correspond, Pardot, Smart COMM, EDA,CPQ** etc...,)
- Good Experience in Deployments using **Change sets, TFS, Eclipse, ANT tool, GIT** and **Jenkins** etc.
- Worked on **Prod Support** activities.

<u>Professional Experience:</u>

- Working as Salesforce Analyst in IQVIA from Jan'22 to Till date.
- Worked as Salesforce Consultant in Capgemini from Dec'17 to Jan'22

Certifications:
- ✓ Salesforce Administrator.Credential ID-2679195

Educational Summary:
- • MBA from Osmania University Hyderabad.

Technical Expertise:

Salesforce Skills	Salesforce CRM, SFDC Admin, Salesforce Functional Testing and Integration testing
Tools	Apex Data Loader, Import wizard, work bench,JIRA,TFS, Azure Devops and Tracker.
Markup Languages	HTML,CSS and Visual force
Database	SQL
Operating System	Windows Family

Project Details:
1. Centria Direct

   IQVIA, formerly Quintiles and IMS Health, Inc.., is an American multinational company serving the combined industries of health information technology and clinical research. IQVIA is a provider of biopharmaceutical development and commercial outsourcing services, focused primarily on Phase I-IV clinical trials and associated laboratory and analytical services, including consulting services. It has a network of more than 88,000 employees in more than 100 countries and a market capitalization of $49 Billion as of August 2021.As of 2017, IQVIA was reported to be one of the world's largest contract research organizations.

Client: IQVIA

Roles and Responsibilities:
- • Working as a Functional Tester.
- • Transition to monthly releases only by Q3 2023 - Current plan is still for a V16 release in June. Q2 will be challenging due to the end of Dev\Release activities.
    - On-time, on-spec, delivery of expected releases with good quality
        - 0 transparency issues in Production release
    - Client Support & Bug tickets
        - < 5 Open (Support tickets + Client Bugs)
    - Traceability Matrix: 100% mapping of test cases with JIRA ticket
    - Compliance and on-time completion of corporate training SOPs(Smart Solve, Learning Edge)
- • Daily progress update on assigned ticket and time log.
- • Delivery Quality deliverables as agreed upon within the schedule Prioritized attention to customer escalations, Support Requests
- • Once we have tested in Manage Org, we need to re-produce to the respective org and create the merge ticket accordingly (Need to fallow how to article)
- • QA should be ensure that, RCA, Resolution Detail and IA from the Dev team along with the Unit Test cases results attached to the ticket.
- • Maintain the high Quality deliverables with more tickets in daily basis and Analyze the ticket and identify the scenario's to speed up the process.
- • Need to make sure that going to the Requirement and understand the Functionality

- Need to make sure that discuss with PO or BA if there are any Query.
- Need to estimate the story points for all the User story properly.
- Need to take the owner ship on the User story untill its moved to closed.
- Need to take the Responsibility of updating the User story status comment and Level.

2. University of Warwick:

Dynamic University that provides high quality education to our students, reinforced by the fact that we were awarded gold rating in the Teaching Excellence Framework (2017), University Continues to invest in our staff, students and facilities as part of our goal to become one of the UK's leading universities, Our ethos is one of support, trust integrity and respect while valuing diversity.

Roles and Responsibilities:

- Worked as Salesforce Administaror.
- Worked on Requirements for Enhancement of the project.
- Worked on EDA App-exchange
- Implemented Knowledge management.
- Worked on Enquiry management.
- Working on integration with Gecko system and Marketing cloud.
- Migrate the data in excel sheets into CRM using Import/Export Wizard and Data Loader
- Worked on various Salesforce.com customization - standard objects and creation of customized business objects, screens, views.
- Created Flows, Approval Process for complex business process.
- Designed and developed the Custom objects, Custom tabs, Validation rules and Workflow Rules,Process Builders and Flows.
- Created Page layouts, Components and Visual Force Pages to suit to the needs of the application.
- Worked on Product support activites.

3. Media of Automation:

Currently, Media profiles can create opportunity and select products from CPQ and standard price book onto the opportunity. For Media of automation, they need the ability to create quote from this opportunity in order to generate order form. The quote should pre-populate some fields from opportunity & CPQ.

Client: Thomson Reuters.

Roles and Responsibilities:

- Worked on various Salesforce.com customization - standard objects and creation of customized business objects, screens, views.
- Worked auto population of Lookup fields.
- Involved in Design, Deployment and Support for all releases.
- Involved in Cr's Implementation for monthly Releases.
- Implemented reusable scripts for import and Export Functionality.

4. Motorola Mobility:

Motorola Mobility is a division of Lenovo Group that develops mobile devices. Headquartered in Chicago, Illinois, United States, the company was formed on January 4, 2011 by the split of Motorola Inc. into two separate companies; Motorola Mobility took on the company's consumer-oriented product lines, including its mobile phone business and its cable modems and set-top boxes for digital cable and satellite television services, while Motorola Solutions retained the company's enterprise-oriented product lines.

Client: Lenovo

Roles and Responsibilities:
- Migrated data in excel sheets into CRM using Import/Export Wizard and Data Loader.
- Migrated Configuration from One Origination to other Organization, Motorola margined to Lenovo.
- Worked on Eclipse for testing and deploying Apex classes and triggers into production instance.