**Sumathi Nallamothula**

***Certified Salesforce Administrator***

**SUMMARY:**

* Over 8+ years of hands-on experience working across various **SFDC implementations** covering **Sales Cloud, Service Cloud, Chatter, Analytics, Community Cloud** & **App-exchange applications.**
* Expertise in gathering business requirements and solutioning.
* Involved in creating Gap analysis document identifying the **data, business process** and **workflows** of the organization with respect to Salesforce implementation.
* Worked in high velocity projects following **Agile-Scrum** and **Waterfall methodologies**,
* Experience with complete **SDLC** including System Analysis, Design, Development, Testing and Deployment.
* Experience in understanding user management and working with **permission sets, profiles, roles, creating a user** and general user maintenance.
* Understanding **object, field and record level security** with advanced sharing users, queues, and owners.
* Expertise in creating **Validation** **rules**, **Escalation** **Rules**, **Sharing settings**, **Process Builders**, **Workflow** **rules**, **Triggers** and **Lightning Components**.
* Expertise in branching, merging, and rebasing with **GIT**. Along with working locally and remotely with GIT.
* Experience with **salesforce APIs** consuming and exposing as necessary with external systems.
* Deployment experience using Force.com IDE and change sets as well as hands on **Sandbox** management experience.
* Experience In **Web-to-lead, Web-to-case, Email-to-case** in **Lead, and case management**.
* Experience in using **developer console, built-in cloud-based tools, eclipse force.com IDE**.
* Hands on experience in the areas of **test development, test planning, test execution, defect management, test efficiency,** and **Code Coverage.**
* Experience in code deployment from sandbox to prod environment using **Jenkins.**
* Experience in understanding **SOSL and SOQL**, querying data with common SOQL operators. Discovering schema and extracting data.
* Strong verbal, written, analytical, troubleshooting and presentation skills.
* Experience working with Salesforce Shield security tools including Field Audit Trial, Platform Encryption and Event Monitoring.

 **TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Programming Languages** | C++, C#, Java, SQL, SOQL, SOSL, Apex, XML, jQuery |
| **Tools** | Force.com, SQL Server, MySQL Workbench, Eclipse, Data Loader, ANT, Confluence and JIRA |
| **Web Technologies** | HTML, Visual Force, Java Script, CSS, jQuery |
| **Operating Systems** | Windows, Mac OS X |

**EDUCATION:**

**Master’s in Computer Science** May 2019

*Kennesaw State University in Georgia*

**Bachelor of Technology in Computer Science & Engineering** June 2015

*Visvesvaraya Technological University (VTU), Karnataka, India*

**PROFESSIONAL EXPERIENCE:**

**NextEra Energy*, Raleigh, North Carolina***

***Role: Salesforce Administrator***

**Mar 2022 – Current**

*Project Description: Enhancement, maintenance & end-to-end support.*

* *Handled Salesforce Org as Lead Salesforce Admin.*
* *Developed Sales Cloud instance in accordance with the Business Process of Everbright.*
* Designed role Hierarchy and profile structure.
* Experience working with Sprint Planning, Product Backlog and User Stories.
* Gathered requirements from Business and actively participated in solutioning the user stories.
* Migrated Complex workflows and Process builders to Flows.
* *Designed Screen Flows, Record triggered flows to manage automations and internal approval forms on Lead, Account and Opportunity*
* *Worked on Jotform and Hubspot integrations.*
* *Managed deployment life cycle by pushing releases to higher branches from developer branch to release. And maintained release notes.*
* *Provided production support and post deployment actions for the release.*
* *Managed Post deployment configurations for Org refreshes like Updating Custom settings, Data Loading and User permissions management.*

**Alteryx*, Atlanta, Georgia***

***Role: Salesforce Administrator***

**Mar 2020 – Mar 2022**

*Project Description: Enhancement, maintenance & end-to-end support.*

* Support and optimize the Salesforce CRM environment to meet the needs of various departments improving the Sales team's opportunity & forecasting process, working with Sales Operations and Deal Desk Support to streamline and automate business processes within Salesforce.
* Involved in all administrative functions including user account maintenance, creating user profiles, roles, custom objects, custom fields, page layouts, process builder, workflow rules, validation rules, reports, dashboards, and process builder.
* Prepared data files and uploaded them into Salesforce using the data load.
* Implemented Copado to improve the efficiency of salesforce release management and version control.
* Proficiency in Configuration set ups in Copado and Salesforce Service (or Sales) Cloud
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity.
* Maintained user roles and profiles, security settings, access settings, etc. (User Profiles, Role Hierarchy, Sharing Rules, and Security).
* Created custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
* Hands on experience with Flosum deployments.

**United Parcel Services (UPS), *Atlanta, Georgia***

***Salesforce Administrator***

**Feb 2019 – Mar 2020**

 *Project Description: Enhancement, maintenance & end-to-end support.*

* Assessment of **business needs** and identification and prioritization of requirements
* Handled administration, maintenance, and support of Salesforce modules for **750+ users**.
* Setup **Service Cloud** from scratch with **Omni Channel Routing**, **Knowledge,** and **CTI adapters**
* Securing organization data using OWD and Role hierarchy
* Implemented Pagination, calling pages, methods and embedding a flow in Visualforce.
* Writing SOSL and SOQL queries.
* Developing and maintaining salesforce Reports and Dashboards.
* Performing Data updates using Data loader.
* Writing apex triggers to implement trigger-based solutions and Test classes.

**Cognizant, *Hyderabad, India***

***Salesforce Administrator***

**Jan 2018 – Jun 2018**

* Creating and maintenance of user accounts (roles, profiles, Licenses, Custom field updates and permissions)
* Implemented Workflows, flows and processes, validation rules, lightning page layouts, custom buttons etc.
* Huge Data loads using Data Loader advanced user knowledge as a method for mass updates etc.
* Case Management, Backlog ownership through to resolution of assigned Salesforce Support tickets including providing regular updates of status to the requester.
* Perform impact analysis on new releases of features functions and support their testing and implementation.
* Experience working with Git, GitHub, and Jenkins, and continuous delivery preferred Validated understanding of Scrum and agile principles.
* Created all types of fields required to Custom Object.
* Involved in preparing Business Requirement Document and Functional Requirement Document.

**Integrity Sprit, *Hyderabad, India***

***Salesforce Administrator***

**Aug 2016 – Dec 2017**

* Developed Reports and Dashboards for Sales teams.
* Developed data model, page Layouts, Flexi pages and Lightning Apps.
* Customized user experience by assigning different flexi pages based on application, record Types and profiles.
* Managed users’ access to applications with Profiles and permission sets.
* Developed Sharing model to provide appropriate data access using Role Hierarchies, Sharing rules, Account Team, Opportunity Team, and Manual Sharing.
* Involved in Level 1 Support and triage of production bugs.
* Performed data analysis using SOQL Queries and Reports.
* Implemented Data duplicate rules and Validation rules to improve data quality.

**Mindtree, *Bengaluru, India***

***Software Engineer***

**Aug 2015 – July 2016**

* Project Description: Enhancement, maintenance & end-to-end support.
* Experience designing and developing enterprise level web applications and services using C#/Visual Studio/.NET Core/Angular/jQuery with strong C# programming skills.
* Experience with RDBMS/MS SQL Server database design with strong Transact-SQL programming skills.
* Experience with .NET Entity Framework, REST API, Web Services, MVC, .NET Core, ASP.NET, Angular, jQuery, JavaScript, HTML5, LINQ, AJAX, JSON, GUI design.
* Programming Experience with Windows PowerShell cmdlets and scripting.
* Experience with or good knowledge of Microsoft cloud technologies, Office365/Azure.
* Self-driven developer and team player with excellent communication, analytical, design and problem-solving skills
* Strong background with design patterns and Object-Oriented software design
* Experience using TFS/GIT and software build procedures and tools.
* Experience delivering solutions utilizing Agile/SCRUM, CI/CD and DevOps