Ankamma Rao Perugu
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Career Objective:

To professionally associate myself with a respected organization, seeking a role where I can contribute to software development, enhance my knowledge, and support the growth of both the organization and myself.

Professional Summary:

- Certified Salesforce professional with 2.5 years of experience specializing in Salesforce core functionalities.
- Experience in analyzing functional requirements and building business rules.
- Experience in working with **Sales Cloud, Service Cloud** and **Order Management Systems** (OMS).
- Thorough Hands-on experience in **Development, Administration, Configuration and Implementation** of Salesforce CRM/force.com applications.
- Extensive experience in designing **Flows, Validation Rules, Workflow Rules, Process Builders, Permission Sets, Sharing Settings, Sharing Rules, Custom Meta Data Types, Custom Settings, Custom labels,Profiles,Roles,Users,Reports,Dashboards and LWC.**
- Experience in deploying the metadata components to the different sandboxes and Production by using **Change Sets.**
- Experience in working on Data import with **Data Loader** and **Workbench.**
- Having in-depth knowledge in **Lead Management** and **Case Management.**
- Proficiency in **Apex Classes, Triggers, Test Classes, Batch Apex, Schedule Apex, Queuable Apex, Rest API, SOQL and LWC.**
- Excellent implementation knowledge on **Order Routing Rules, Order Summaries, Fulfillment Orders, Cancel Orders, Returns** and **Refunds.**
- Involved in **User Acceptance Testing**.
- Good at analyzing the issues and giving the quick fix.

Experience:

- Working with **ETG Global Services** from August 2022 to Present.

Tools:

I am proficient in utilizing these tools to enhance real-time scenario experiences with the following tools:

Git, Workbench, Data Loader, Data Import Wizard, VS code, Postman, Salesforce inspector and App Exchange.

Project Details:

Project #1

Title: Fire Mount Gems (FMG)

Client: FMG USA

Role: Associate Software Engineer

Period: Feb 2023 To April 2024

The Project is mainly switching to salesforce core and comprises of sales cloud, service cloud, data cloud, marketing cloud, and commerce cloud and Order Management system (OMS) with integrations (Rootstock (ERP), Avalara (Tax Calculation), Contivio (Call Center)) responsible to the Order Management and Rootstock Process technical functionality.

Project #2

Title: Norman Love Confections (NLC)

Client: NLC USA

Role: Salesforce Core Analyst

Period: April To till Date

The Project is mainly switching to salesforce core and comprises of sales cloud.

Experience Details:

Working as a Salesforce Core-Analyst in ETG Digital Pvt Ltd from August 2022 to till date.

Education:

Bachelor's of Technology in Electronics and Communication Engineering with Data Science Specialization in K L University Academy in 2022 Vijayawada.

Perugu Ankamma Rao