Total Experience: 3 Year(s) 0 Month(s)

Highest Degree: B.Tech/B.E. [Computer Science and

Notice Period: 3 Months

Engineering]

Mounika Durbha (1) Featured

Associate Consultant seeking roles in Salesforce Administration, Data Modeling, Access Management, Security Management, Product Analysis, Requirement Gathering, Root Cause Analysis, Cloud Computing, SQL, Oracle Apex, HTML, CSS, Java



Current Designation: Associate Consultant

Current Company: Capgemini Technology Services India

Limited

Current Location: Pune

Pref. Location: Hyderabad, Pune

Functional Area: IT Software - Application Programming /

Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Associate Consultant, Software Developer, Salesforce Administration, Data Modeling, Access Management, Security Management, Product Analysis, Requirement Gathering, Root Cause Analysis, Cloud Computing, SQL, Oracle

Apex, HTML, CSS, Java

Verified: Phone Number | Email - id

Last Active: 21-Jan-21 Last Modified: 21-Jan-21

Summary

Having a good knowledge on Salesforce CRM platform

Handling all basic administrative functions including user account maintenance, workflows, custom buttons, page layouts and other routine tasks

Experience in Developing Salesforce Lightning Apps

Experience in designed entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Workflows & Flows, triggers, Email alerts and business logic.

Proficient in Security, Access Management in Salesforce (Profiles, Permission sets, OWD, Roles, Sharing Rules, Manual Sharing)

Experience in designing validation rules, custom objects, custom fields, customizing page layouts, workflow alerts & actions, picklists, approval processes, record types, custom tabs and email generation according to application requirements Experience as a Root Cause Analyst in finding the RCA of Customer's issue of a backup storage device (StoreOnce) Experience in product analysis and reporting for HP storage system StoreOnce.

Work Experience

Capgemini Technology Services India Limited as Associate Consultant Mar 2018 to Till Date

Growth Path:

March?18 ? July?18 Root Cause Analyst August?18 - Present Salesforce Admin

Project: Ford Motor Company

Salesforce Admin

Description:

Ford is an American Multinational Automaker company, sells automobiles and commercial vehicles under the Ford brand and Lincoln brand. To accelerate business growth and provide better visibility of data, Salesforce.com CRM will be configured to support the business processes of Ford. As Ford application is based on service cloud and their applications are built in Salesforce, Capgemini provide support to both internal and external users of the Customer. Responsibilities:

Involved in Salesforce application setup activities and customized the apps to match the functional needs of the organization

Creating new User Accounts and assigning Profiles as per their role in role hierarchy.

Designing and Implementing the Page layouts and Custom tabs to suit the needs of the application

Customizing standard Salesforce objects like Leads, Accounts, Contacts and Opportunities

Record Types, Creating Data Validation rules and Formulas as per business requirement.

Creating Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages

Managing ongoing support request and administrative needs of users.

Creating Reports and Dashboard to stay updated on project timelines

Coordinate the evaluation, scope and completion of new development requests

Providing support to Salesforce users worldwide and acting as the primary point of contact for end-user support.

Close coordinating with the development team to troubleshoot the issue and fulfill the data requirements

Project: Hewlett Packard Enterprise (HPE)

Description:

Hewlett Packard Enterprise (HPE) is an American multinational enterprise information technology company which has several verticals servers, storage, networking, consulting and support, and Financial Services. StoreOnce is one of the backup devices which communicates with clouds and backup servers for backing up the data and restoring it. If there is any fault/issue on the device, customers log a case with support and get it resolved, then Capgemini take those cases to find the Root Cause of the problem

Responsibilities:

Analyzed the root cause and impact of HPE storage system (StoreOnce) failures on customers/ business

Gathered and organized the data from multiple sources to identify the issue faced by customer and their business impact System log analysis to identify the issue from product point of view

Further analyzed the data and derive insights in order to determine the cause of the product failure. Based on the cause, escalated the issue to respective team for product improvement. Furthermore, proposed solutions to reduce the business impact of product failures

Developed Excel reports to represent product failures

Education

UG: B.Tech/B.E. (Computer Science and Engineering) from koneru lakshmaiah university in 2017

Other Qualifications/Certifications/Programs:

Salesforce Certified Administrator

Introduction to R

Workshop on Cloud Computing - Indias first Cloud Computing Championship

IT Skills

Skill Name	Version Last Used Experience
HTML, CSS, C, Java, OOPs Concept	
SOQL, Apex	
Workflows, Process Builders	

Languages Known

Language	Proficiency	Read	Write	Speak
English	Expert			
Hindi	Proficient			
Telugu	Expert			

Affirmative Action

Work Authorization

Category: General Job Type: Permanent

Physically Challenged: No Employment Status: Full time