

# PUNEETHA PR



## Professional Summary

- Around 8.5 years of professional IT Experience and solid involvement in Salesforce.com with 4.8 yrs in which included SDLC Analysis, Design, Development, Implementation, Enhancement of the various Project in Agile Methodology
- Worked on Application Overview Document (AOD), Technical design Document (TDD) for Knowledge site.
- Hands on Experience various app Exchange applications like Data Loader.
- Worked on Opportunity Splits, Docusign and Marketo & Outlook Integration.
- Experience in deployment Change set, Creating PR GIT Hub from VS code & Worked on Integration systems from source to Target via Mule soft using Web services API like REST
- Experience in SFDC Configuration, Customization Creating & Managing Users, Roles, Profiles, Permission Sets. Data models, Access & Security, Flows, Walkthrough, flexipages.
- Maintaining & Updating on Config work book, Security Sheet, Data model.
- Experience in working with standard Objects like Accounts, Contacts, Opportunities, Leads, Campaigns, and Report & Dashboards.
- Worked on Implementation of Custom Objects, Custom Fields, Formula Field, Validation Rule, workflow, Record Type, Page Layout, Action Items, Activities, List View, tabs, Junction Object, Roll-up summary field, Flows, Dynamic Dash boards, email templates, OOTB functionalities, Global Action, email opt-out, email opens & clicks
- Involved Story Grooming call, Standup meeting, Backlog, sprint discussion, Discussion with client, Demo & knowledge share session.
- Worked on Issues to achieve SLA within time frame during Hyper care production
- Expertise in Pro active Monitoring, health Check, Worked with Sales force Teams for Org related Cases.

## Experience Summary

**Sr.Consultant | March-2015 to July 2023 | Capgemini | Bangalore**

**Coordinator | Feb-2014 to March 2015 | Skypro Technologies | Bangalore**

- Currently Working for Capgemini as a SFDC developer/Admin
- Hold Sales force Admin (ADM 201) Certification & Platform Developer1 (PDI) Certification.
- Worked for global Beverages Company project to support Service-Now Tickets including SLA during Initial projects with Skills ETL Tool (BODS) Job, Workflow Data Monitoring, EPM Job Status Reporting, Data processing, checking Error log, trace log Monitor log.
- Worked as admin for France based Aviation ,Provided Root cause analysis& reports on travel
- Worked in a leading global diagnostic and healthcare company project as Junior sales force developer
- Worked as Developer for US based industrial staffing company project for the implementation of configuration for Sales Cloud
- Associated with Enhancement and support for a Big Four Tax & Audit firm H1, H2 and H3 projects like Front office Transmission (FOT), Engage and Grant Management. migrated from legacy to Salesforce CRM including configuration Pricing quotation (CPQ) for opportunity where user can add the products into product catalog and integrated with Other systems like Sentinel. Implemented based on category particulars products only chosen. implemented atleast 1 product must be selected else displaying the message using validation & product rule. worked on Items & price the total shouldn't crossed 100 using price value and summary method. Worked on Quote Template. Worked on integration of ADL and Experience in Configuration of Outlook & Salesforce1 (Mobile) into End user systems.

## Education Summary

**SSLC: 75% | Karnataka state Board |**

**PUC: 63% | Karnataka Board |**

**UG: Bachelor of Science (Computer Science) | 68% | JSS College Affiliated University of Mysore |**

**PG: MCA | 8.5 CGPA | PES College of Engineering Affiliated Visveshwarayya University Belgaum |**

## Technical Skills Summary

**Sales force Technologies::** Salesforce.com Platform, Apex Trigger, Apex class, SOQL, SOSL, Email Services, Sales cloud, Service cloud, Marketing cloud, Data loader, Import Wizards, workflow, Web Services REST API, Salesforce CPQ, Analytics Studio.

**Tools:** Apex Editor, App Exchange, Data loader and connectr, POSTMAN, Workbench, Inspector, JIRA, GIT HUB, Bit Bucket; Service-Now Ticketing tool. ETL Tools

### Email:

[puneetha.pr18@gmail.com](mailto:puneetha.pr18@gmail.com)

## Out Of Academia

- #BeATrailBlazer prize
- #BeaSalesforceDeveloper Prize
- One of Trailhead Quest Winner
- NCC –B Certification
- Participated Inter university Sports
- Selected as one of the Young Emerging Professional Program in Capgemini.
- Ace of Capgemini Award

## Hobbies

- Stamps & Coins collection
- Embroidery

## Certifications



- **Salesforce Certified Platform Developer (PD1) | Credential ID 22460374**
- **Salesforce Certified Administrator (ADM-201) | Credential ID 21653664**
- **Trailhead Ranger rank**

## Project Summary:

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### **Project: CCR (Coca-cola refreshments) & GIT Process (Global Integration of Coke); Coca-Cola (Mar 2015-Nov2017)**

Worked on ITIL process for Support like Incident, Service Request Change management using Service Now.

- Worked on During Hyper care & monitoring the jobs to make sure to Job success to avoid priority incidents
- Worked on Error log, Trace log, Data Processing & Job Scheduling.
- Monitor the Daily loads to various data target systems.
- Worked on Tickets provided customer end to end support.
- Wrote test scripts for Unit Testing and Evaluating application performance
- Prepared the process documents for each & every enhancement.
- Involved Team standup meeting, Retrospective, Incident Analysis, Enhancement other activities.

### **Project: MOS Suite; General Electric (Dec 2017 –Jun 2018)**

- Coordinated with development team for fixing issues
- Worked on User stories from customer requirement assigned on Rally.
- Worked on defects to fix errors and data inconsistency issues.
- Worked on different Modules like Production, Purchase plant, Inventory etc.
- Fixed issues like currency conversion, Null space removal, adding columns in the table etc.

### **Project: Access One; AIRBUS (Nov 2018- Mar 2019)**

- Worked on models for Aviation Travels
- Worked as Admin, providing access, creating User profiles.
- Provided permission, grant access, revoke the access after user exit.
- Managed Reports and Dashboard, Data Discrepancy & Data Loading.

### **Project: Q-AIOS; HealthCare (Jun 2019 –Nov 2020)**

- Developed and worked on objects, layouts, workflows etc to support client need as sales force developer
- Worked on Apex development and Test classes
- Populated and Maintained the Configuration workbook and Data dictionary
- Implemented Sales force customization include new fields, layout, objects to meet CRM needs of sales.
- Worked on administration Setup, Managing Users, Customized, Profile-level Security controls, creating Roles using Sharing Rule. Analytics studio dashboard displaying in Leads homepage for visualization of Lead score.
- Developed & maintained all Reports, dashboards for intestine to improve pipeline management and forecasting capabilities.

### **Project: EB Way; industrial staffing company; Employee Bridge (Jan 2021-Jun 2021)**

- To implement Process Builder, Flows, Lightning components, Workflows, Triggers, Sharing settings, Validation Rule and other Configuration related components from scratch and change and find solution as per Business Needs, Worked for Displaying BI report in the sales force UI with Mash up External Website. Markup calculator
- As a senior member, along with another Consultant led the small size team of 4, discussing about the implementation, following Best Practices and providing help to other developers for Knowledge transfer
- Worked on designing Custom Objects, fields, workflow, approval process, Validation rules custom tab, reports, Dashboards, Email generation according to Application requirement.

### **Project: Front Office Transmission (FOT); Customer Engage; ( Aug 2021-Dec 2022)**

- Responsible for supporting tickets and work on enhancement of Sales Cloud Integrated with Marketing Cloud connected with different EDL/EDW system via Mule Soft.
- Leading the Jira Enhancement Board, Kanban and providing enhancement deliveries for sales cloud.
- Understanding of complex requirement of project & part of a story grooming session.
- Worked on Integration issues with various business processes like, BoardEx, Cent, Synch, and Mule soft, Etc.
- Worked on Data uploads & Import with standard Import wizard, Data loader, Exp in Workbench, SOSL, SOQL.
- Coordinated with Marketing Cloud team for Email, Lead generation through web from, RFP other sources related.

### **Project: Grant Management; (Jan 2023-Present)**

- Responsible for supporting tickets and working on enhancement of Sales Cloud Integrated , connected apps implementation, worked on SSO related issues,
- Worked on Notification, Email template, Flows and Workflows. Worked on Custom Setting , Tabs, List views, Implemented Custom report types for Tracking of Duplicates or Potential contacts
- Monitoring of Batch Job, Platform Event. Worked on Dynamic dashboards, Approval Process Automation.