 Sucheta Baddam

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* **Over 7 years** of experience in application design, customization, development, support on SFDC and relevant technologies with consulting experience in business and financial modeling.
* Experience in capturing, analyzing and documenting requirements for SFDC implementations.
* Experience in full life cycle project development, including Design, coding, testing and implementation and ongoing product support**.**
* Administration, Configuration, Implementation and support experience on SFDC platform.
* Implementation & Integration experience on SFDC using Apex (Classes, Controllers & Triggers), VisualForce Pages, Components, Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards.
* Experience working with SFDC sandbox and production environments.
* Experience working with Eclipse IDE and Force.com Plug-in environment.
* Experience in realizing the business requirements to design on SFDC platform by designing the required entities like custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, **t**riggers, Email alerts and business logic.
* Capable of handling multi-tasking and multiple projects performing different roles.
* Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experienceand excellentcommunicationskills.

**Certifications:**

* SFDC Certified Developer **(DEV 401)**
* SFDC Certified Administrator **(ADM 201)**

**Technical Skills:**

* Apex Triggers, VisualForce (Pages, Components & Controllers), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE.

**Professional Experience:**

**SonoSite, WA Aug, 2012 to Current**

**Salesforce Consultant**

SonoSite, Inc. specializes in the development of hand-carried ultrasound systems for use in a variety of medical specialties in a range of clinical settings. It designs its products for applications where ultrasound has not been used, such as emergency medicine, surgery, critical care, and internal medicine as well as for imaging in traditional applications, such as radiology, cardiology, vascular medicine and OB/Gyn.

**Responsibilities:**

* Configured SFDC Application Setup and customized the apps to match the functional needs of the organization.
* Interacted with various business team members (JAD Sessions) to gather the requirements and documented them.
* Implemented the requirements on SFDC platform and Force.com IDE Plug-in using Eclipse.
* Created templates and solved cases related to all Sfdc functionalities.
* Maintained SFDC for 500 + users.
* Worked with various SFDC objects like Accounts, Contacts, Leads, Campaigns, Reports, Dashboards
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Dashboards, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Developed and deployed workflows wherever necessary.
* Performed the roles of SFDC Analyst/Administrator in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the SFDC premium tech support team on a regular basis.
* Worked with Multi-Currency, Multi-language, and Product & Price book set-ups.

**Environment**:**SFDC Data Loader, Sf2Sf, Workflow & Approvals, Dashboards, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox, Eclipse IDE Plug-in, Salesforce Mobile.**

**WellPoint, VirginiaFeb 2011 to July 2012**

**Salesforce Consultant**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SFDC (SFDC) and other Platform based technologies like Visual Force, Force.com API
* Designed Custom Objects, Entity-Relationship data model, validation rules on the objects and tabs.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Maintained SFDC for 370 + users.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Provided daily user support in managing users, creating and maintaining custom objects and fields, handling bulk data migration, maintenance of page layouts, and installation and support of AppExchange applications
* Performed the roles of SFDC Analyst/ Developer and Administrator in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment**: **Saleforce.com platform, Visual Force (Pages, Component & Controllers), SFDC Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java, Sandbox, Eclipse IDE Plug-in.**

**Ceoclone Technologies, India Nov 2009 to Jan 2011**

**Salesforce Administrator**

**Responsibilities:**

* Worked as Salesforce Admin Support governing User account creation, personal information setup, password reset, Roles and profile creation, User group creation, updating company profile, network access setup
* Set up field level access for each custom object created based on the user’s role within the organization.
* Customized field and page layout for the standard objects like Account, Contact, and Leads.
* Documented important notes, presentations and password protected content in the content library of sales cloud and tracked the content using reports downloaded by peers.
* Customized custom objects, tabs, fields, page layouts as per business need.
* Defined look up and master-detail relationships on the objects and created junction objects.
* Created workflows for automated lead routing. Lead escalation, alerts and custom coaching plans.
* Created Workflow Rules and defined related tasks, Time- triggered tasks, email alerts, filed updates to implement business logic
* Integrated Email with SFDC for mass Email Management and designed various Email templates.

**Dibon Solutions,IndiaSep 2008 to Oct 2009**

**Business Analyst**

It is a multifaceted End to End IT Solutions Provider.The project involved the customization and enhancement of the time sheet management system and to cater the growing workforce and overseas project of the company. The timesheet had limited functionality of capturing the 8 hour per day effort.

**Responsibilities:**

* Developed visual models i.e. data flow diagrams (DFD), State diagrams, class diagrams and activity diagrams to augment the understanding of business flow.
* Used UMLbusiness modeling techniques to design and develop functional modules. Pioneered the utilization of use cases in modeling. Did feasibility and impact analyses for new initiatives.
* Utilized Use Case diagrams to communicate requirement to the teams.
* Analyzed functional requirements and user interface design with a use case–driven approach.
* Actively involved in client meetings to integrate their needs/requests. Execute their requests on questions regarding data issues.
* Wrote functional specifications and high level design documents for all the projects executed and designed using UML object oriented methodology and approach

**AjubaSolutions,India Aug 2007 to Aug 2008**

**Business Analyst**

The company has been offering BPO services such as health insurance billing, insurance claim adjudication, medical transcription, customer contact center services, accounting/payroll services and Advertising Specialty Services.

**Responsibilities:**

* Documented requirements and functional specifications
* Defined and analyzed requirements gathered from users
* Designing Business Process Flow to fit the requirements into the new system
* Analysis of Medical Insurance Claims of the clients in USA
* Telephonic interaction with the clients pertaining to the claims if required.
* To identify the reason/s for denial of claims and prescribe a feasible solution for clearance.
* Handling Correspondence and Appeals Section.
* Reverse engineering the legacy system to define the existing functionality and data mapping.

**AishwaryaTechnologiesJan 2007 to Jul 2007**

**Intern/ Business Analyst**

**Responsibilities:**

* Gathering and Analysis of Software Requirements
* Identifying Business Goals and Transforming the Requirements into Functional Specifications
* Communicating/Explaining the requirements to Development & Testing team
* Coordinating with the Development & Testing team during and after project development
* Reviewing of Test Cases
* Tracking & Reporting Project Progress Status
* Support to clients post project development