## Ramakrishna

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## SUMMARY

* Around 5 years of IT Experience and 3 years in the complete life cycle of project development (SDLC) including System Analysis, Design Testing, Deployment .
* Proficiency in SFDC Administrative tasks includes creating Profiles, Roles, Users, Page Layouts, Email Tasks, Approvals, workflows, Reports and Dashboards.
* Experience in Agile methodology and involved in grooming, planning, retrospective sessions, program increments and scrum calls.
* Expertise in Salesforce.com setup, Administration, Configuration, Data Migration.
* Hands on Experience in creating Process Builder, Validation rules, Assignment rules, Sharing rules, Custom objects, Custom fields, Page layouts, Reports, Dashboards and various other components as per the client and application requirements.
* Proficient in working with Administrative tasks like creating Custom Profiles, Roles, Users, enabling Email Services, and setting up record Sharing Rules using Organization Wide Defaults.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Good knowledge on Salesforce tools such as Workbench and Data Loader.
* Have knowledge in implementing various advanced fields like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Workflows, Process Builder and Approval Processes for automated alerts, field updates & Email generation according to application requirements
* Experience with data migration and updates through tool App Exchange Data Loader in Salesforce.com.
* Having administration experience on CRM applications like data exports &imports, application supports security administration, maintenance, and user &security management.

## TECHNICAL SKILLS

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| **CRM** | Salesforce.com |
| **SFDC Technologies** | Process Builder, Validation rule, Visual Force Pages-Controls, Workflow & Approvals, Dashboards, Data Loader, Reports, Analytic Snapshots, Custom Objects. |
| **Methodology** | Waterfall, Agile (Scrum). |
| **Tools** | Data Loader, Workbench |
| **Databases** | SOQL. |

## PROJECTS SUMMARY

**BRIDGETOWN, HYDERABAD. SEP 2019 TO SEP 2020**

**ROLE: SALESFORCE ADMIN**

**Responsibilities:**

* Development, implementation and update focusing on Sales cloud and Service cloud.
* Created various Reports: summary reports, tabular reports, matrix reports and Report Folders to assist Service managers to better utilize Sales force and configured various Reports for different user profiles based on the need in the organization.
* Test and trial with Sandbox and Development environment features
* Create case escalation rules to escalate cases automatically if they are not resolved within a certain period.
* Development, implementation and update focusing on Sales cloud and Service cloud, Marketing cloud
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce
* Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics (Wave Analytics).
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Use of Advanced Excel to collaborate and update reports from CRM to CSV Excel platform.
* Used Sales Force Automation for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Interacted with business user groups to gather requirements to do a support portal POC using Lightning and get an understanding of the timeline and overlap with customer portal.
* Worked on Agile Scrum methodology.

**Environment:** Saleforce.com platform, Visual force (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Lightening Components, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Sandbox, Windows.

**BENVIA LLC, HYDERABAD. SEP 2017 TO AUG 2019**

**ROLE: SALESFORCE ADMIN**

**Responsibilities:**

* Creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Have Classic knowledge in implementing various fields like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates & Email generation according to application requirements.
* Working experience in Role Hierarchy, Custom profiles and public group’s creation and user management.
* Customization on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Creating Roles, Profiles, Email Templates, Workflows, Workflow Actions and Approval Process.
* Created the Workflows for automated lead routing, lead escalation and email alerts. Worked as enhancement team member and performed the roles of Salesforce administrator in the organization.
* Good knowledge on Salesforce tools such as Workbench and Data Loader.
* Knowledge on both Sales and Service Clouds.
* Provided support to day-to-day issues.

**Environment:** Saleforce.com platform, Salesforce.com Data Loader, Workflow & Approvals, Reports, Classic Components, Service Cloud, Custom Objects, Custom Tabs, Email Services, Sandbox Change Sets.

**LENORA IT SOLUTIONS PVT. LTD, HYDERABAD. AUG 2015 TO JUN 2017**

**TECHNICAL RECRUITER**

**Responsibilities:**

Exclusively handling Tavant, Zen3, TA Digital, Impetus, Spy glass and Persistent requirements which is direct client to Bridge Town, to staff contract & contract to hire positions across United States.

* Responsible for sourcing, identifying and closing hard to find IT professionals through
* Interviewing process, effective rate negotiation and detailed reference checks.
* Also responsible for building database and pipeline of well qualified IT consultants.
* Review resumes and contact references to ensure positions are good matches for open requirements.
* Pre-screen candidates through detailed phone screens; evaluate candidate’s compatibility with the specific job requirements-ensuring a right fit prior to client review.
* Recruited using via various proven recruiting methods, including various job boards (Dice, Monster, and Prohires), employee referrals, online advertising, and networking sites.
* Well versed with the tax terms like W2/1099/Corp to Corp, US Visa status like H1B, Green card, GC EAD,US citizens, OPT-EAD, H4-EAD, etc.,
* Developed new job requirement specifications as needed.
* Working experience on Ceipal.

## EDUCATION

B. Sc Computers from SRM University (2014)