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Summary of Key Skills and Experience

* 5+ years of experience as Salesforce administrator with Service Max and Ncino experience for clients.
* 2 years of experience in Salesforce Manual testing.
* Has Administration, Configuration and support experience on Salesforce.com CRM.
* Manage Salesforce instances, including but not limited to, the creation of sandboxes, monitoring usage and capacity, troubleshooting and configuration, account creation and auditing.
* Proficiency in administrative tasks like creating profiles, roles, users, Approvals, Flows, Reports, Dashboards, Workflow rules, Validation rules, Assignment rules and Process builders.
* Understands all aspects of Salesforce configuration and technical/functional capabilities, including all changes and potential system implications related to the Salesforce release upgrades (currently scheduled 2-3 times a year)
* Communicates regularly with the Salesforce Business Owner, IT systems leadership, CRM Steering Committee and other stakeholders to ensure functionality meets field needs and to develop ongoing project plan
* The ability to move code from lower sandboxes to production environment and address issues related to functionality, integration, etc
* Experience with formal software development life cycle methodologies, tools, and languages, including Agile, Scrum and Jira
* Track, manage and resolve daily support requests, issues, and administrative needs of users to keep pace with rapidly changing program operations and procedures
* Work with developers in troubleshooting releases on Salesforce and interface with the Salesforce organization for support, as needed.
* Managing the work and resources according to the workload and time frames.
* Should have strong interpersonal skills to complement the above technical expertise, and have experience working in small to medium size project teams (3-10 team members).
* Experience in change management, Environment management and Release management exposure – Git/Jenkins/ ANT.
* Good Communication skills.

Experience Details

* Working in Autodesk as a Sr. Salesforce Administrator since Sep’2020 to Till Date.
* Worked in Deloitte as a Consultant since Apr’2019 to July’2020.
* Worked in Tech Mahindra as Sr. Software Engineer since Dec’2014- March’2019.
* Worked in Press mart Media Limited as Associate Developer since Sep’2012-May’2014.

TechnicalSkills

* Technical Skills : Sales force administration, Lightning, Service Cloud
* Managed Packages : Service Max
* Operating Systems : Windows
* Tools : Ant Migration Tool, Jira, Service now, Git, Jenkins

Educational Qualification

Bachelor of Technology from Jawaharlal Nehru Technological University, Hyderabad.

Certifications

* Sales force Certified Administrator
* Sales force Certified Platform App Builder
* Salesforce Certified Platform-1 Developer

Project Details

**Project :** INT Apollo

**Company :** Autodesk

**Client :** Autodesk

**Role :** Salesforce Administrator

Domain : Sales and Service

Technologies : Salesforce, Lightning

**Tools :** DataLoader**,** Git, Jenkins, Service Now, Jira

**Description:**

Autodesk, Inc. is an American multinational software corporation that makes software products and services for the architecture, engineering, construction, manufacturing, media, education, and entertainment industries.

The purpose of this project is to provide support for the salesforce application that is integrated with multiple CRM application like Siebel etc.

**Roles & Responsibilities:[ Salesforce Administrator]**

**[Sept’2020 – Till Date]**

* Manages Salesforce.com administration, including but not limited to: user roles, security, profiles, fields/relationships, workflow rules, processes & flows, page layouts, validation rules, email templates, and custom buttons.
* Develop new functionality within Salesforce.com, including custom objects, custom fields, formulas, workflows, processes & flows, page layouts, validation rules, assignment rules and analytics.
* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Provided support to 500+ Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Daily administration and support of Salesforce application, including system configuration, data setup and ongoing maintenance.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels.
* Work closely with business analysts in support of documenting functional requirements.
* Experience in performing Database de-duping and data cleansing to monitor the data quality.
* Involved in Migration and Deployment Activities using Data Loader, Git and Jenkins.

Project Details

**Project :** SANTANDER COMMERCIAL LOS

**Company :** Deloitte

**Client :** Santander Bank

**Role :** Salesforce Administrator

Domain : Banking

Technologies : Salesforce, Lightning, Ant Migration Tool, Data Loader

**Description:**

The Santander Group is a group of global retail and commercial banks with over 102 million customers and over 14,000 branches – more than any other bank in the world. Santander is one of the top five financial brands in the world.

The purpose of this project is to build a Commercial LOS for its commercial loans, which can increase visibility to cost in the Services organization and enable the business to track performance and give leverage on increasing customer satisfaction.

**Roles & Responsibilities:[ Salesforce Administrator]**

**[Apr 2019 – Till Date]**

* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Provided support to 120 Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels
* Created profiles, roles, users, Approvals, Workflows, Process Builders, Reports and Dashboards.
* Created Routes, Route Groups, Screens, Screen Sections, Field Configurations in Ncino.
* Work closely with business analysts in support of documenting functional requirements.
* Involved in Database de-duping and cleansing.
* Involved in Migration and Deployment Activities using Ant Tool and Changesets.

Project Details

**Project :** ONE KYC IMPLEMENTATION

**Company :** Tech Mahindra

**Client :** Suez Water Technologies & Solutions

**Role :** Salesforce Administrator & Release Manager

**Technologies :** Salesforce, Service Max.

**Description:**

As a strategic business partner, SUEZ offers the most comprehensive set of chemical and equipment solutions and services available, helping our customers manage and optimize their water resources and process challenges across industries and municipalities.

**Roles & Responsibilities:**

* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Provided support to 60 Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels
* Designed and developed ServiceMax SFM Transactions, SFM Wizards and ServiceMax Mobile Configuration.
* Release Manager responsible for all Salesforce.com monthly releases to multiple salesforce.com instances. This also included moving code and configuration between development and QA/Testing sandboxes during development/configuration/testing stages prior to moving to production.
* Prepare and submit daily status reports to supervisor and provide timely updates on the tasks assigned.
* Perform specific tasks as per the ""Go-live"" implementation plan with guidance from supervisor.
* Involved in Database de-duping and cleansing.

Project Details

**Project :** GE RENEWABLE ONE VISION

**Company :** Tech Mahindra

**Client :** GE

**Role :** Salesforce Administrator

**Technologies :** Salesforce, Service Max.

**Description:**

GE Power is a world energy leader providing equipment, solutions and services across the energy value chain from generation to consumption. Operating in more than 180 countries, our technology produces a third of the world’s electricity, equips 90% of power transmission utilities worldwide, and our software manages more than 40% of the world’s energy.

**Roles & Responsibilities:**

* Understand the requirements (both functional and non-functional) by going through the specifications and inputs from business analysts.
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Provided support to 150 Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels
* Created profiles, roles, users, Approvals, Workflows, Reports, Dashboards,
* Workflow rules, Validation rules, Process builders.
* Designed and developed ServiceMax SFM Transactions, SFM Wizards and ServiceMax Mobile Configuration
* Prepare and submit daily status reports to supervisor and provide timely updates on the tasks assigned.
* Perform specific tasks as per the ""Go-live"" implementation plan with guidance from supervisor.
* Document and share own leanings from the project.
* Involved in Database de-duping and cleansing.
* Involved in Migration Activities using Ant Tool and Changesets

Project Details

**Project :** PML SALES AUTOMATION

**Company :** Press Mart

**Client :** Press Mart

**Role :** Salesforce QA Engineer

**Technologies :** Salesforce

**Description:**

Pressmart is online paper publishing media. It is a comprehensive digital delivery Platform. Application implementation involved in typical business processes of Marketing, Sales and Support services. Application extensively customized to track sales pipeline to closures, helps to improve sales profitability. Application extended to develop custom Forecast, helps management in Visualization of team and Individual performances. It helps Finance team to track billing over different Business units’ project deliverables.

**Roles & Responsibilities:**

* Estimate, prioritize, plan, and coordinate testing activities
* Design, develop and execute test scripts using open-source tools
* Perform thorough regression testing when bugs are resolved
* Work closely with Team by analyzing testing scripts to be automated and coordinate the execution plans with QA manager. Collaborate with development team to understand how development changes affect QA efforts. Work closely with business analysts in support of documenting functional requirements.
* Oversee, mentor, and cross-train onshore and offshore QA test resource efforts.
* Provide estimates for completion of tasks and status reports to management

Personal Details

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Date:

Place: Hyderabad (Anjaneyulu)