

Ramarao Jammi

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Mobile: 9966415145

Key Technical Skills & Knowledge

- Salesforce.com (Configuration, Customization, Admin, Force.com Sites.)

Certifications :

SFDC Admin certification
201 - 2615830

Profile Summary

- ✓ Overall 5.0 years of experience in Information technology. And having 3.6 years of relevant experience in Salesforce technology.
- ✓ Working as a Salesforce Admin in current SFDC projects.
- ✓ Have worked on projects involving different areas of Salesforce like Sales Cloud, Data Migration using Apex Data loader, Process Builder.
- ✓ Good experience on configuring security settings by using Profiles, Permission Sets, Roles, OWD, Sharing Rules, Manual Sharing, Apex Managed Sharing, View All, Modify All, View All Data and Modify All Data.
- ✓ Apart from development was also involved in Code Reviews, technical design document and recruiting process related work.
- ✓ Hands on experience in building processes using Process Builder in Salesforce.
- ✓ Reports and Dashboards for the Business process.
- ✓ Involved in providing security to organization data through profiles, security settings. Involved in creating validation rules.
- ✓ Involved in data migration using Apex Data Loader and import wizard.
- ✓ Worked on creating **Public Groups** and **Queues** as per the requirements.
- ✓ Proficient knowledge of Governor limits. Experienced in optimization of existing code in according to the governor limits.

EDUCATIONAL QUALIFICATION:

- Complete Graduation Degree from Acharya Nagarjuna University (ANU).

Technical Skills

- | | | |
|----------------------|---|-----------------------------|
| ✓ Cloud Technologies | : | Sales force.com (force.com) |
| ✓ Sales force Tools | : | Data Loader, Force.com |
| ✓ Operating System | : | Windows family |
| ✓ Ticketing tools | : | Smart, CS Mand JIRA |

Certifications :

Salesforce Admin 201 : **2615830**

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Work Experience:

- ✓ Currently working as a **Software Engineer (Salesforce Admin)** in L&T Hyderabad from October 2019 to Present.
- ✓ Worked as UI Developer for Ernst & Young (EY) Hyderabad from May 2018 to October 2019.

PROJECT 1:

Client : Novo Surgical
Domain : Healthcare
Environment : Salesforce.com
Role : Sales force Admin
Data Source : Client, One Key

Description :

Novo will provide opportunities to doctors and hospitals to get necessary details of surgical instruments & place an order by using a website. In which Doctor can see product details, images, information along with latest update instruments which are released in the market and are able to track easily and place an order. In which Doctor can order no of timeshe can, and information is stored in the salesforce database.

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Responsibility :

- ✓ Providing support to the users while they are learning the Sales force system.
- ✓ Providing application support.
- ✓ Add new users to the platform and modify user permissions.
- ✓ Send password reset emails.
- ✓ Investigate issues raised by Customer.
- ✓ Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the data security is available only to the authorized users
- ✓ Participate in the daily defect review meetings. Proactively attend meetings with project management for gathering specifications, project updates, and clarifications.
- ✓ Providing status of all tickets on daily basis to the management.
- ✓ Perform necessary user administration.
- ✓ Customized Custom and Standard fields, page layouts, record types, searching, list views, queues, permission sets, reports and dashboards. Maintained and created workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules
- ✓ Created Apps, Objects, Fields and Tabs
- ✓ Created Record Types and Page Layouts for Records and Validation rules.
- ✓ Loading data using Data loader.
- ✓ Existing workflow of salesforce.com CRM for leads capture and closure.
- ✓ Working on support requests/tickets regarding the applications. This involved investigation and enhancements.
- ✓ Using SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- ✓ Working under the scrum process (JIRA) tool to develop the technical tasks of the project.

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Project : Warehouse Utilization

Technical Environment

Tools : Salesforce.com

Project Description:

Warehouse utilization visibility solution as POC to provide visibility of Unilever warehouse storage capacity and its utilization across all regions.

Unilever Warehouse Application is global warehouse database where the user can track the capacity details for their warehouses along with the details of unused pallet space for efficient inventory operations. Unilever also involves in logistics, customer and shipment tracking periodically.

Responsibilities:

- ✓ Salesforce Implementation, Administration, Development and review.
- ✓ Creating the User in salesforce.com
- ✓ Writing the Apex classes and Triggers in salesforce.com.
- ✓ Loading data using Apex Data loader.
- ✓ Involved in creating validation rules.
- ✓ Reports and Dashboards for the Business process.
- ✓ Performed Unit Testing in Dev Sandbox.
- ✓ Worked on validation rules, Formula fields, Relationships, Security Control, and Business Flow.
- ✓ Created page layouts to organize fields, Permission sets related lists for Business Logic.
- ✓ Involved in writing technical design documents.