Ramakrishna G

Salesforce Administrator

PROFILE
Seasoned IT professional withmore than 4 years 2 month of experience in Salesforce (Administrator)

Always ready to learn new technologies & be updated with current market. Ready to workin anyprojects where I can explore newthings& expand my skill set.

CONTACT
+918885550467

EMAIL:
ramakrishnasfdc70@gmail.com

Professional Experience:

Geeksoft consulting pvt ltd
Wipro Limited
Game beans pvt ltd

EDUCATION
Bachelor of Engineering

PROFESSIONAL SUMMARY:

- Having **4.2 years** of experience as a **Salesforce Administrator** in **Salesforce.com** with good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.

- Good Knowledge on **salesforce configuration** like **formula fields, Validation Rules, Workflows, Approval process, Sharing rules, Process Builder, Page Layouts and Record types** for different Business requirements.

- Good knowledge in understanding the business requirement and provided an optimized way of solution approach.

- Expertise in **gathering Business requirements** from Business Analyst /Business Users to meet the Business Requirements.

- Deploying salesforce components from sandboxes to production environments using **change sets.**

Good Team Leading and
People Management Skills

Good technical knowledge of web
technologies and development.

SKILLS

Tools
Work bench, Data Loader, Salesforce
inspector

Deployment Tools
Copado and Change sets

Operating Systems
Mac, Windows

Project Tracking Tools
Jira

Project
Management Methodologies
Agile model, Scrum methodology

- Experience in Agile methodology, Waterfall model-based project management methodologies.

- Experience in **Salesforce Developer Console, Visual Studio, Notepad++, Workbench, Salesforce Inspector, Data loader/Dataloader.io**, COPADO Deployment.

- Experience in data migration or data update for Historical data using Data loader and Dataloader.io.

- Having experience on Custom labels, **Custom settings** and **custom metadata**.

- Excellent organizational and strong problem-solving skills with a proven ability to contribute to a team environment.

- **Implemented CI/CD Pipelines:** Successfully implemented continuous integration and continuous deployment (CI/CD) pipelines using Copado to streamline the deployment process, ensuring efficient and error-free delivery of Salesforce changes across multiple environments.

- **Managed Release Management:** Utilized Copado to manage and automate the release management process, coordinating deployments across various teams, tracking deployment progress, and ensuring **alignment with release schedules and quality standards.**

- **Enhanced Deployment Efficiency:** Improved deployment efficiency and reduced deployment time by leveraging Copado's advanced features such as version control integration, automated testing, and rollback capabilities, resulting in smoother and more reliable deployments.

Project 1
- **Project Name**   : **Human Resource Management System**
- **Role**   : **Salesforce Administrator**

Description:

Kasmo Workforce is a form of HR software that combines a number of systems and processes to ensure the easy management of a business employees and data. Human Resources Software is used by businesses to combine a number of necessary HR functions, such as storing employee data,managing payrolls, recruitment processes,

benefits administration and keeping track of attendance records.It ensures everyday Human Resources processes are manageable and easy to access.

Role & Responsibilities:

- Understanding business requirements based on Telecom business processes.
- Involved in software development life cycle phases like requirements gathering, analysis, design, development and testing.
- Involved in Project User stories grooming sessions and Sprint Planning sessions
- Being a Salesforce developer, Involved in all **configuration changes, Customizations**, Data management's activities & Release manager activities.
- Created **Record types, Roll up Summary, Workflow rules, Approval process, Auto Response rules and Validation rules** to ensure data is validated and automate business logic conditionally.
- Created **user Roles and Profiles**, **Sharing Settings** and configured **Field level security** for different profiles.
- Used **Change sets** in Deployment.
- Involved in enhancing existing modules, developing and supporting production defects.

Project 2

- **Project Name**   : **C Serve**
- **Role**   : **Salesforce Administrator**

Description:

Cummins Engine Business Unit consists of Aftermarket support, Mid-Range, Heavy-Duty, and High-Power Engines. Cummins manufactures and markets a complete line of diesel and natural gas-powered engines for on-highway and off-highway use. Its markets include heavy-and medium-duty truck, bus, recreational vehicle (RV), light- duty automotive and a number of industrial uses including, construction, mining, marine, oil and gas, railroad and military equipment.

Role & Responsibilities:

- Worked on various Salesforce.com customizations - standard objects and creation
- of customized business objects, Page Layouts, views.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Customized various Standard Pages to meet the Market Requirements
- Writing Test Classes and increasing existing test coverage.
- Made extensive use of Workflows, Custom Objects.
- Handled Deployment of change sets between the Orgs.
- Performed operations using data Loader.