

SUDHAKAR RAVURI

Salesforce Certified Administrator and Salesforce Support Analyst



Hyderabad, Telangana, 500015



+ 91-9573188641



rsudhakar8820@gmail.com

Salesforce certified administrator and experienced Salesforce admin familiar with daily admin operations and user support. Experience in implementing Service Cloud and SQL support operations & dedication to see issues through to end and have sound basic knowledge on Tableau desktop app.



Skills

Database: Microsoft SQL Server

Languages: SQL

Ticketing tool: Jira, Zendesk

Operating Systems: Windows

Cloud Application: Salesforce Tableau.

Microsoft Application: Excel.



Work History

2018-02 - 2020-04

Support Analyst

Gainsight, Hyderabad, Telangana

- Worked on a 'CSM' product for 2 years 3 months.
- Interact with US customers, handle chats, calls, and tickets and handle support issues related to the product and Salesforce.
- Design, setup and maintain Salesforce standard objects, custom objects, and junction objects, while also structuring user roles, security profiles and workflow rules.
- Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
- Implemented Service Cloud including: Service console, Communities, Case Feed and Knowledge base.
- Implemented Sales cloud by creating new sales processes.
- Used AGILE methodology during all the phases of System Development Life Cycle.
- Developed various custom reports and dashboards for data analysis.

2016-06 - 2017-09

Associate Software Engineer

Sutherland Global Services, Hyderabad, Telangana

- Worked as a Associate Software Engineer for 1 year 3 months.
- Worked on Service cloud by setting up and testing web-to-case forms, email-to-case, assignment rules, automation and queues.
- Created sharing rules and permission sets for user groups to share the records
- Upgraded HL7 code into PL-SQL stored procedures using the Interface engine i.e. 'ConnectR'.
- Interacted with US customers, implementation team, project manager via CISCO bridge call to kick off the project, provide upgrade, case updates and close the project without any issues.

2013-07 - 2015-09

Product Executive

Intense Technologies Limited, Hyderabad, Telangana

- Worked as a Product Executive for 2 years 2 months.
- Adding and deactivating users on Salesforce.
- Develop formula and validation rules to improve efficiency in business operations.
- Configured page layouts, workflows, record types and data fields.
- Performed weekly and monthly data integrity checks, data cleansing, importing and exporting.
- Troubleshoot user issues and managed incoming tickets relating to field and record accessibility.
- Performed user & administration training sessions for clients to utilize Salesforce and respective programs.



Education

2009-06 - 2012-08

Master of Computer Applications

Miracle Educational Society - Vizianagaram



Accomplishments

- Received 'Spotlight' award for better troubleshooting skills in Gainsight.
- Received man of the match trophy in college and corporate level cricket tournaments, thereby contributing the major part in team's success.
- Received awards and accolades in Mime competition.