

ROHITH G REDDY

CONTACT

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✉ Rohith91sfdc@gmail.com

CORE QUALIFICATIONS

- Salesforce CRM
- Salesforce Admin
- Business Analyst
- Salesforce Sales cloud & CPQ
- Salesforce Reports and Dashboards
- CSM , Agile

CERTIFICATIONS

- Salesforce Admin
- Salesforce Sales Consultant
- Salesforce Business Analyst
- Certified SCRUM Master

LANGUAGES

- Known English, Kannada, Telugu, Tamil, Hindi

Salesforce Admin and Business Analyst with 7+ years of experience seeking a challenging role to utilize my expertise in Salesforce and business analysis. My objective is to leverage my extensive experience in managing implementations, streamlining business processes, and improving operational efficiencies to drive business growth and enhance customer experience. I possess exceptional communication and analytical skills, and I am adept at leading cross-functional teams.

EXPERIENCE

November 2022 - June 2023

Solution / Per- Sales Consultant Salesforce CRM IT Solution,
Bangalore, India

- Worked as a Solution Sales Consultant and Salesforce Business Analyst at CRM IT, specializing in the sales force domain
- Conducted discovery calls with new clients, understanding of their requirements and aligning solutions accordingly
- Prepared comprehensive proposals, Statements of Work (SOW), contracts, and success stories to support sales and project engagements
- Taken responsibilities as a Salesforce Business Analyst, translating business requirements into technical specifications, and configuring Salesforce to meet client needs
- Customer journey mapping techniques to enhance the client's experience throughout the sales and implementation process

Skills: Proficient in Salesforce CRM, salesforce automation, requirements gathering, proposal creation, client engagement, contract management, customer journey mapping, and techno-functional consulting.

February 2020 - October 2022

Salesforce Administrator Kaseya

- Supported internal Salesforce users with configurational and customization concerns
- Maintained Salesforce system and troubleshooted issues
- Gathered business requirements and translated them into technical specifications
- Collaborated with cross-functional teams to integrate Salesforce with other systems
- Trained new users on required Salesforce functionalities

Skills: Salesforce Administration, Business Analysis, Requirements Gathering, Technical Specifications, Cross-functional Collaboration, Training and Support

August 2019 - January 2020

Senior Software Engineer CGI, Bengaluru, India

- Understanding the system and Various processes like data flow from external systems involved to resolve the cases was a major task
- The Standard Service cloud process was used a ticketing system (Case Management) by the company.

May 2018 - August 2019

CRM Executive B9 Beverages Pvt. Ltd, Bengaluru, India

- Implemented and managed the Salesforce-based platform called Greatvines
 - Provided user training and support to internal teams on the usage of the application
 - Collaborated with cross-functional teams to identify and implement modifications to the system
 - Conducted data management activities such as uploads of sales and inventory information
 - Developed a deep understanding of the liquor industry process in India
 - Ensured data security and privacy while handling confidential information
 - Analytical and problem-solving skills to identify and resolve complex issues related to sales, inventory, and customer data
- Skills:** Salesforce Administration, Data Management, User Training and Support, Business Analysis.

March 2016 - May 2018

Salesforce Admin & Declarative Developer *Dreamflame*, Bengaluru, India

- Provided end-to-end solutions to clients based on requirement analysis, declarative customization of Salesforce and selection of relevant features to implement on custom CRM solutions
- Designed end-to-end business processes for various mobile and CRM applications
- Contributed in design and marketing of IoT products to end users
- Collaborated with cross-functional teams to ensure seamless integration of Salesforce with other systems and applications
- Conducted thorough testing and quality assurance to ensure that solutions met the clients' needs and requirements

Skills: Salesforce Declarative Customization, Business Process Design, Cross-functional Collaboration, Testing and Quality Assurance

January 2015 - February 2016

Salesforce Admin & Consultant *Cloud Experts*, Bengaluru, India

- Implemented end-to-end Salesforce solutions for real estate companies in Bangalore, including requirement analysis, customization, and end user training
- Conducted training sessions for end users and corporate clients on Salesforce administration and usage
- Worked with cross-functional teams to integrate Salesforce with other systems and applications, ensuring seamless data flow and system synchronization
- Provided ongoing support and maintenance for Salesforce solutions, ensuring optimal performance and usability

Skills: Salesforce Administration, Salesforce Consultation, Requirement Analysis, Cross-functional Collaboration, Real Estate Industry Expertise

EDUCATION

2014

BE Computer Science

Shirdi Sai Engineering College, Bengaluru, KA

2010

PUC

SJICPUC, Bengaluru, KA

2008

SSLC

RCIS, Bengaluru, KA