Kruthi reddy

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Professional Summary:

* Over 5 years of Professional IT experience with Extensive Salesforce experience, Involved in various stages of **Software Development Life Cycle (SDLC).**
* Configured, implemented, administrated and maintained the **Salesforce.com Platform.**
* Possess comprehensive understanding on SFDC full life cycle implementation experience with **Sales Cloud**, **Service Cloud, Community Cloud**Platform
* Worked extensively on **Salesforce Lightning.**
* Worked on **Validation Rules**, **Workflows**, **Approval process**& developed user interface through **Lightning Component.**
* Worked on various salesforce.com standard objects such as **Accounts, Contacts, Cases,Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards And Reports.**
* Salesforce, Apttus CLM, Apttus CPQ, Agile, Workflow rules, Validation rules, Reporting, Data Management and Deployments.
* Experience Using **Salesforce Case Management systems, Service cloud** to manage Admin case pipeline.
* Experienced in building Custom **Applications** that includes **administration**, **configurations**, **implementing** and support experience with **Salesforce.com platform**.
* Proficient in analyzing business requirements, **Entity Relationship diagram (ERD**) and implementing them to Salesforce objects, master-detail relationships, lookup relationships
* Design, build, and support **Einstein Analytics** apps, datasets, and dashboards.
* Experience in customizing **Sales Cloud,Service Cloudand Community cloud**applications and utilizing **Lightning App Exchange** packages
* Effective employment of **Data Loader, Import Wizard** and **Workbench**for data migration and management in bulk.
* Expert in implementing **Security, Sharing rules, Profiles** and **Permission** sets at object, field and record level for different users at various levels of organization.
* Expertise in **Wave Analytics, Salesforce Reporting** and **Dashboards** for executives.

**Salesforce Administrator/ Production Support**

**United Federation of Teachers, NY (September 2019 to till Date)**

**RESPONSIBILITIES:**

* Designed and developed the **Custom objects, Custom tabs, Validation rules, Page layouts, Components**, **Visualforce Pages** on **Lightning Platform.**
* Implemented **Pick lists, Dependent Pick lists, Lookups, Master detail relationships**, validation and formula fields to the custom objects
* Created **Field Level Security** along with **Page Layout** to manage the visibility and accessibility of fields for different **Profiles.**
* Used Lightning **Process Builder** to automate business process.
* Created custom Reports based on business need and associated them to Dashboard.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the needs in the organization.
* Responsible for maintaining the functional areas of Data Management, Case management.
* Assisting Case Management and Trouble shooting on User Requests.
* To   manage maintain, and support Einstein Analytics technical integrations, Dashboards, Data and manage platform administration.
* Created and deployed Several Reports using salesforce.com platform.
* Developed and deployed workflows and approval processes for **opportunities** and **products / assets management.**
* Performed data migration and manipulation using Salesforce.com tools and integration using salesforce.com APIs Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Involved in Designing and Development of **Workflow Rules**, Validation Rules and Customizations within Salesforce.
* Effectiveness by enabling adjacent teams to position Analytics Cloud and Smart Data Discovery.
* Analyzing data, identifying trends and building visualizations.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Imported accounts and contacts data through **Import Wizard**.
* Adding related list components in the Lightning Record page.
* Implemented **community cloud** to build deeper relationships between users.
* Good knowledge on community cloud module.
* Built Accordians on Community cloud.
* Customized Websites and created email templates to enable **Web-to-lead** and **Email-to-lead process.**
* Used sandbox for testing and migrated the code to the production instance in installments.

**Environment:** Salesforce.com platform, Apex, Visual Force, Components and Controllers, Data Loader, Work bench, Service cloud, Community Cloud, Marketing Cloud, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls, Workflow and Validation Rules, Reports and Report Types, Custom Objects.

**Salesforce Administrator**

**Forsys Inc, Sunnyvale CA (Feb2019 to July2019)**

**RESPONSIBILITIES:**

* Responsible for technical coordination including email **QA** in **html**, writing **SQL query** and AmpScript logic and leveraging assets to build and deploy email campaigns.
* Created **Visualforce pages** with responsive design using company **CSS** and **style sheets** with the help of **jQuery**, **javascript**and static resources.
* Customized the **Dashboards** to track the usage for productivity and performance of business.
* Created **Custom Objects** and defined **lookup** and **master-detail** relationships on the objects and created **junction objects** to establish connectivity among objects
* Migration of all the Customizations including Custom Configurations, packages and other objects from Sandbox to Production environment.
* Developed **workflow rules** for various tasks and **Email alerts.**
* Imported data into custom objects from various sources using **Data Loader.**
* Perform **Data analysis**, produce data samples/prototypes andproduce adhoc reports.
* Migration of all the Customizations including Custom Configurations, packages and other objects from Sandbox to Production environment.
* Created summary reports, matrix reports, pie charts and dashboards and setup report folders to authenticate users based on profiles permissions; created objects screen that compares databases and schema changes
* Involved with **Salesforce.com Premier Support** and handled the support cases with the help Salesforce.com support.

**Environment:** Salesforce.com, Apex, XML, Visualforce pages, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, JavaScript, Web Services API.

**Salesforce Administrator/ APTTUS CLM/CPQ**

**Cloudely Inc Sunnyvale CA (June - 2016 to jan-2019)**

**RESPONSIBILITIES:**

**Mitchell INC:**

Mitchell Inc is California based company that develops software used for automotive company.

* Worked closely with Business managers to understand the **Use Cases, Business** requirements and further converted them into technical specifications.
* Involved in analyzing the implementation gap between **Salesforce Classic** and **Salesforce Lightning.**
* Analyze the scope of requirements and manage the requirements to avoid scope creep.
* Participate in requirement gathering and JAD sessions.
* In charge of conducting the UAT with the Business users, Gatheringfeedback and providing the same to the development team.
* Set up overall system for two different process flows for customer and vendor agreements.
* Created test scenarios on **Sandbox environment,** created packages and moved it between **Sandboxes** and **Production** environments to place final implementations.
* Installed and configured **Apex Data Loader** and involved in migrating data into Salesforce application using **Apex Data Loader** through **CSV files.**
* Present POC demos, Sprint demos, issue tracking and assistance during UAT.
* Majority of implementation includes approvals and Apttus Templates.
* Integration of Docusign Templates with Apttus.
* Prepare all training documentation, Test case document as well as solution design document.
* Data migration and updates through the Apex Data Loader in salesforce.

**Human Good:**

Human Good is a non-profitable organization and one of the largest owners and operators of senior living communities.

* Created workflow rules, page layouts, Approval process, Tasks, Email Alerts, Field Updates and outbound messages to manage the workflow and Approvals.
* Worked on **Apttus CLM** configuration and Integration.
* Configured more than 100 templates using Apttus X-author
* Design and Deploy the custom objects, Custom tabs, Validation Rules, Workflow rules and page layouts to suits the need of application.
* Created custom reports bases on business needs and associated them to Dashboard.
* Design and develop complex Approval process for Apttus.
* Worked on various salesforce.com standard objects such as Accounts, contacts, cases, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.

**Gateway Casinos:**

Gateway Casinos and Entertainment is a Canadian gaming and Entertaining operator. They operate 12 casinos and British Columbia and Alberts.

* Worked on Apttus and Salesforce CLM admin for the implementation.
* Configured the templates Using Apttus x- Author.
* Setup overall approval process flows.
* Installed Apttus contract management into sandbox and production configures basic system setup.
* Configure record types, page layouts including Field level security, Workflow Rules and Notifications, Email templates, Agreement rules, Custom fields, Outbound Change sets.
* Prepared all training Documentation, Test case documents and solution design document.
* Set up visibility securities such as roles, profiles and field level securities. Set up person Accounts in sandbox.

**Environment:** Saleforce.com platform, Apttus, Control Life Cycle Management, CPQ,Apex Language, VisualForce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflows, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Schema, Windows.

**Salesforce Administrator**

**C – TEL Info systems, Hyderabad (May 2015 – Dec 2015)**

* Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features
* Perform data integrity (rules and merging records) functions establishing proper ownership and record type maintenance in accordance with sales territories
* Supports the training department with new material for end users on the Salesforce.com application. When called upon, help to train the new and existing users how to use SFDC and related applications
* Conduct QA Tests on changes to Salesforce.com deployment including managing multiple sandbox instances
* Create and maintain documentation on processes, policies, application configuration and help related materials for users
* Work with Data Integrity and Duplicate Management to help clean and dedupe lead, contact and account data
* Participate in with user requirement sessions and document user requirements to address changing business needs. Review design approach with Product Manager
* Build strong understanding of SFDC best practices and functionality
* Keep abreast of new of new SFDC features and functionality, and provide recommendations for process improvements

**Academic Qualifications:**

* Masters in Information Science (Jan 2016- Sep 2017)
* Bachelors in Information Technology(Aug 2011- May 2015)

**Certifications**:

* Certified salesforce Administrator
* Certified Salesforce Developer

**Areas Of Expertise:**

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| **Programming languages** | C, VB.NET, SQL. |
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| **Force.Com** | Salesforce Lightning, Lightning Components, Users & Profiles, Chatter, Data Loader, Custom Fields, Workflows, Security & Access, App Exchange, Approval Process, Email Notifications, |
|  | Email Templates, Dashboards, Reports, Page Layouts, Validation Rules, Out Bound Change sets, |
|  | Queues, Views, Apex & Visualforce Pages, Salesforce CPQ [ Products, Bundles, Pricing, Discounts, Quotes, Templates] |
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|  | Product Installation, X-Author, Agreement Rules, Agreement Protection, Templates, Clauses, |
| **Apttus CLM & CPQ** | Agreement Document Output Formats, Query Templates, Merge Fields, Agreement Clauses, |
|  | Configuring Products & Pricing, Bundles & Bundle Pricing, Attributes & Constraint Rules, |
|  | Comply System Settings, Basic System Setup. |
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| **Web Technologies** | HTML, CSS, XML. |
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| **Database** | SQL Server 2012/2008/2005, Oracle 10g/11g, My SQL. |
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| **Tools** | Force.com, Visual Studio.Net, SharePoint, Eclipse. |
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| **Operating Systems** | Windows 10/8/7/Vista/XP, UNIX/LINUX. |
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| **Management Tools** | MS Project, MS Office, MS Outlook, MS SharePoint, MS Visio. |
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***Authorized to work anywhere in US, relocation available***