**CHAITANYA THRIDANDAPANI**

H.No 1-5/A, Nizampet,

**Email: Chaitanya097@yahoo.com** beside durgamaatha temple

**Ph No: +91-9032189232** Kukatpally,Hyderabad - 500090.

**Career Objective**

To accelerate my pace towards the growth of the organization by riding on my strength and make innovations with my skills.

**Professional Summary**

* Having Overall Experience of 5+ years in IT industry, 3+ years as Senior Analyst in LMS Administration & Business Operations Management and 2 years in Salesforce.com CRM Administrator.
* Developed and implemented business plan and strategy; identified and exploited new opportunities.
* Working with Talent Manager, this role creates learning plans in the LMS for targeted occupations; updates and revises learning plans as necessary
* Provide ongoing training data analysis for Learning & Development leadership team
* Collect and maintain data from Learning and Development events and other initiatives
* Develops and executes use cases for any system changes or enhancements with documented outcomes
* Establish and maintain positive, effective and collaborative working relationships with coworkers, systems user and the vendor
* Provides regular communication and training to Learning/Talent Management professionals
* Performs other duties as assigned by management
* Perform systems analysis for new business processes and business process improvement
* Vendor management - works closely with LMS vendor to report, track and resolve technical and non-technical system issues impacting end users.
* Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Workflows & Approvals, Reports & Dashboards, Developed Formula fields, Validation rules ,Relationships.
* Extensive work experience in designing custom objects, custom fields, Page layouts, custom Tabs, custom reports, report folders, report extractions to various formats Dashboards.
* Strong working experience with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficiency in assigning Tasks, Events, Attachments, Documents.
* Good knowledge on Custom Settings.

**Experience Summary**

* Currently working as a Senior Analyst in Ninth Creations Media Pvt Ltd. since November 2016.
* Worked as a software engineer in **HCL Technologies** from March 2015 to 28 November 2016.

**Academics**

Completed Bachelor of Technology in 2013 ( Electronics And Communication Engineering ) from TRRITS, JNTU Hyderabad.

**Technical Skills**

**Hosting Technologies** Cent Os, WHM, FTP, Apache Server, PHP Extensions and other Extensions.

**Sales force** **Technologies** APEX Language, SOQL, SOSL, Data loader, Workflow & Approvals, Dashboards, Reports, Custom Objects, Force.com, Email Messaging.

**Force.com Tools** Apex Data Loader and Force.com.

**Other Programming** C and Basic JAVA programming

**Knowledge on**  MS Office, Hardware & LAN Networking

**Project Details**

**Project Title #1 : Multiple Applications**

**Environments : Laravel, Wordpress, PHP, Virtual Private server**

**Role : LMS Administrator**

**Team Size : 2**

**Duration : November 2016 to Till Date**

**Description:**

Ninth creations Media Private Limited is an Web designing and Development Company which provides various services like Custom Application Development, Mobile application Development and hosting and etc,.

**Responsibilities:**

* Developed and implemented business plan and strategy; identified and exploited new opportunities.
* Working with Talent Manager, this role creates learning plans in the LMS for targeted occupations; updates and revises learning plans as necessary
* Provide ongoing training data analysis for Learning & Development leadership team
* Collect and maintain data from Learning and Development events and other initiatives
* Develops and executes use cases for any system changes or enhancements with documented outcomes
* Establish and maintain positive, effective and collaborative working relationships with coworkers, systems user and the vendor
* Provides regular communication and training to Learning/Talent Management professionals
* Performs other duties as assigned by management
* Perform systems analysis for new business processes and business process improvement
* Vendor management - works closely with LMS vendor to report, track and resolve technical and non-technical system issues impacting end users.

**Project Title #2 :**  **Nothern Trust (US)**

**Environment : Salesforce.com**

**Role : SFDC Administrator**

**Team Size : 6**

**Duration : January 2016 - November 2016**

**Description:**

NT Partner Workstation deals with Wealth and Asset management of high Net worth individuals. The sales cloud based setup is integrated with Investment platform, where the cases and work orders are created and are further worked upon by portfolio managers and analysts.

**Responsibilities:**

* Developer and configurator in Scrum Team.
* Design solution for User stories of running Sprint's, provide demos to client for acceptance.
* Made use of Process Builder, Triggers, Apex and visualforce to customize the Partner Workstation as per client requirements. Implemented Email to case, chatter to case functionality for Partner platform.

**Project Title #3 : GTECH Online Lottery – Trinidad and Tobago Conversion Project**

**Environment : Salesforce.com**

**Role : SFDC Administrator**

**Team Size : 9**

**Duration : June 2015 to January 2016**

**Description:**

Lottery Inside enables the sale of lottery tickets without a dedicated lottery terminal. With Lottery Inside, a retailer's PC-based POS device connects to a Lottery Inside software application on a network to conveniently perform lottery ticket functions. This will equip the modern retail environment with the necessary middleware applications and open technology solutions required to connect with lottery central system processing.

 The POS browser interface is used to access the GTECH Enterprise Series server when processing lottery operations. The GTECH server provides the typical lottery user interface screens which are displayed on the retailer’s POS register. The retailer uses the touch screen to perform the normal lottery sales transaction. The Lottery transaction is passed through the secure IP network, GTECH server and the Enterprise Series powered central system. The transaction is then processed and logged as usual and sent back through the secure GTECH browser and IP network directly to the secure lottery printer where the ticket is presented to the retailer and, ultimately, the player. The thin client solution prevents any sharing of data between the lottery application and the various retailer applications. This eliminates the requirement for lottery regression testing every time a new retailer is added or an existing retailer makes a change in their store application.

Major Lottery Roles are: ES Retailer Management, OLPM (Online Product Management),Promotions

Claims and Payments, Instants and Host related reports.

**Responsibilities:**

* + Understanding and analyzing the requirements, and mapping them to Sales force functionality.
	+ Creating/add and manage Users, Roles, Profiles and setting up sharing rules.
	+ Worked with various salesforce.com objects like Accounts, Contacts, and Opportunities.
	+ Involved in Customizing Custom Objects, fields, record types, forms and layouts, custom tabs and applications.
	+ Designed, developed the Custom objects, Page layouts to suit to the needs of the application.
	+ Worked on workflows, Validation rules,apex classes, VF Pages, custom settings, custom labels, Profile and field level permission settings, Change sets and other customizations.
	+ Create the test data on opportunity for contact users.
	+ Participated in data loader activities to perform operations on mass volumes of records.
	+ Custumised application for multiple users.
	+ Implemented Web-To-Lead forms.

**Activities and Achievements**

**Internship**

* Participated in the internship at **CTRLS Datacenters** during the elections held in Andhra Pradesh and Telangana in the year 2014 as a Liveweb casting trainer and trained about thousand trainees.

**Credits**

* Secured Second place in **Onsite Zonal of mini Chakravyuh 2013 – India’s Biggest IT Security Event** conducted by **AIESEC and IIT Kharagpur**.
* Secured First place in **Technical Quiz** Competition held at **Studious 2K12** a Technical Fest in Tudi Groups of Institutions.

**Academic activities**

* Organized the **Studious 2K12** a Technical Fest held in **Tudi Groups of Institutions**.
* Participated in the workshop on **Windows Mobile OS** an event of **AURA 2K12** conducted at **Aurora’s Technological and Research Institute**.

**Strengths**

* Competitive and goal oriented approach towards work
* Good Communication and interpersonal skills.
* Quick learner and Self motivated
* Good team player
* Able to handle the work under pressure

**Personal Profile**

Name : CHAITANYA THRIDANDAPANI

Father’s Name : T. PARTHA SARATHI

Sex : Male

Marital Status : Single

Nationality : Indian

Hobbies : Playing Cricket And Chess

Permanent Address : House No: 1-5/a,

Nizampet, Kukatpally,

Hyderabad, Telangana– 500090

Phone No : +91-9032189232

Date of Birth : 30th MAY 1992

Place : **Hyderabad (CHAITANYA THRIDANDAPANI)**