MURALI KRISHNA CHENGANA

Email id:muralich1998@gmail.com
Contact: +91-9962863696

Summary

1.5 years of IT experience with expertise CRM as an Analyst and Salesforce Developer and management skills seeking positions in Salesforce platform with your organization to utilize acquired human resources and customer service skills.

Skills

- **Good knowledge in Visual force, Apex, JavaScript, Triggers, Basics in Lightning.**
- **Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules.**
- **Workflow and Approval processes, Sharing Rules**
- Ability to understand delegated objectives
- Risk management and Soft skills
- Project management Skills and Banking Testing
- It also covers analytical, communication and Creativity skill as well

Data Management:

- Managing data(Legacy and Current) (Imports and Exports)with Data Loader
- Managing Bulk data with Mulesoft Data loader .IO
- Multiple field mapping of data through Import Wizard.
- Exporting and Data backup through Data Export functionality
- Creating of multiple matching rules for Duplicate Management to avoid duplicates as per business requirement.
- Transferring Records using Mass Transfer of records.
- Managing data for junk or quarterly clean up activities through Mass Delete Records.
- Approval Transfers in case of business demands
- Maintaining and managing data usage for the organization.

User Admin:

- Creation and Managing of Users.
- Creation and granting Access to Salesforce through Profile , Permission set, Permission Set Group.
- Creation and Assignment of Public Groups, Queues to Escalation rules.
- Creation and Managing Role Hierarchy for the organization.

Email & Desktop Management:

- Creation of Email templates as per business requirements
- Setting Exception Email, Enhanced Email, Email Footers and Email Attachments.
- Setting up Organization Wide Addresses and Compliance BCC for organization
- Setting Up Outlook Configuration for Outlook sync for users.
- Setting up Configuration for Salesforce Offline (Briefcase) access of users based on conditions and data access criteria for offline users.

Object and Customization:

- Creation of Custom Objects as per business requirements
- Creation of Object Fields in Objects as per project requirements.
- Creation of Page Layouts and Designs as per business requirements.
- Creation of Record Types for multiple Page Layout Assignment for a Profile as per business requirements.
- Creation of Relationships (Master Detailed, Lookup & Junction) with other objects as per project requirements.
- Creation of Rollup, Complex Formulas fields as per business requirements.
- Creation of Complex Auto Numbering as per business requirements.

Packaging and App Management:

- Creation of Lightning and Classic Apps as per business requirements
- Setting of User Interface Tabs and Navigations using Setup customization.
- Packaging of App for Managed and Unmanaged distribution as per project requirements.
- Managing Installation/ Un installation and Updates of Apps

Organization Security:

- Setting up Organization wide Default access settings.
- Creating Sharing Rules with complex conditions as per business requirements.
- Managing organization attachment upload and download settings.
- Setting up Delegated Admin Group as per business requirement for better Admin task Delegation.
- Managing Session settings and Session Managements
- Maintaining Organization Setup Audit Trial and Tracking Health Checkups
- Managing Organizational Trusted sites.
- Creating and managing Login Access Policies for better user management.

Academic Credentials

Highest Qualification: Bachelor of Engineering

Personal information

Gender: Male
Date of Birth: 02 July 1998
Marital Status: Single
Nationality: Indian