 **Resume** 

**Hari Krishna Reddy Kovvuri**

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**Objective:**

To work in learning and challenging environment, utilizing my skill and knowledge to be the best of my abilities and contribute positively to my personal growth as well as growth of the organization.

**Professional Summary:**

* **Salesforce Lead Consultant | Salesforce Administrator | Salesforce Developer**
* Having 11 Years of experience in total and **4.5 year’s relevant IT experience in Salesforce.com.**
* Requirement gathering from Client, Business requirement document (BRD) preparation, Cost and Effort estimation, involved in taking necessary approvals from the client.
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards, sharing rules etc.
* Good experience with validation rules, all record execution process.
* Experience of working with Apex Data Loader, Workbench.
* Support in Administration and Support of Salesforce CRM.
* Good communication and problem solving skills, Flexible to adapt to any new environment and work on any project.
* Identifying the root cause for the reoccurring issues in Salesforce.
* Provided technical support to the Users who are facing errors in Salesforce.
* Experience on Triggers, Apex, Asynchronous Apex.
* Experience on Lightning Web components.

**Experience:**

* Working as Consultant in **Genpact India PVT Ltd** from Oct-2021 to till date in Hyderabad.
* Senior Process Associate in **Tata Consultancy services (TCS)** from June -2015 to Oct-2021 in Hyderabad.
* Process Associate in **Hibu India Pvt Ltd** from Nov -2011 to June-2011 in Hyderabad.

**Education Qualification:**

* Master of Business Administration (MBA) from Osmania University, Hyderabad.

**Certifications:**

* Salesforce PD1 Certified – 0221023
* Salesforce Administrator Certified – 3365511
* Salesforce Associate Certified -3395843

**Core Technical Skills:**

* **Sales force – Admin, SFDC APEX, LWC**
* Heroku
* Jitterbit
* Jira
* SAP C4C
* Bliss Lotus Notes
* M.S Office 2010 (Word, Excel, Power point)

Company : **Genpact India PVT.Ltd**

Client :Stada Arzneimittel AG

Role : Lead Consultant

Duration : Oct-2021 – Till date

**Responsibilities:**

* Worked and assisted team in requirement gathering
* Requirement gathering from Client, Business requirement document (BRD) preparation, Cost and Effort estimation, involved in taking necessary approvals from the client.
* Worked as project lead to deliver various implementation including different functionalities of finance domain
* Implemented flows, process builder, Apex classes to create different stages and functionalities of an invoice life cycle
* Worked in implementation of custom object and fields as per the requirement
* Created various purging logic to maintain storage using Batch Apex
* Worked in test classes
* Deployment using change sets
* Provided support during hyper care period.

**Project -2:**

Company : **Tata Consultancy services**

Client : TCL (TATA COMMUNICATIONS LTD)

Role : Senior Process associate

Duration : June 2015 - Oct-2021

The Company enables the digital transformation of enterprises globally, including 300 of the Fortune 500 – unlocking opportunities for businesses by enabling borderless growth, boosting product innovation and customer experience, improving productivity and efficiency, building agility and managing risk. Operates the largest wholly owned and most advanced subsea fiber network which underpins the internet backbone, where its network carries around 30% of the world’s internet routes. Connects 4 out of 5 mobile subscriber’s worldwide, Connects businesses to 60% of the world’s cloud giants. Its Internet of Things network in India will be the world’s largest network of its kind, spanning nearly 2,000 communities and touching over 400 million people.

**Responsibilities:**

* Analysed the business process of client and then involved in creating the application and data model required for the requirement.
* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups.
* Involved in end-to-end testing and gathering feedback from business users.
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

**Project – 1**

Client : **Hibu India Pvt. Ltd**

Hibu formerly Yell Group plc, is a multinational directories and internet services company headquartered

in Reading, Berkshire, UK. It has operations in the United Kingdom, the United States, Spain, Argentina,

Chile and Peru. It has its origins in the yellow pages division of the privatized British telecommunications

operator BT Group. Yell are in the business of helping small and medium-sized Enterprises (SMEs) be found

by consumers. Yell work with local businesses to give them a competitive edge in finding customers in a fast

changing world.

**Responsibilities:**

* Coordinated with the client by providing them offshore Functional support of their daily reported production issues.
* Provided 24\*7 support in co-ordination with Onshore/ Offshore model support to the business.
* Support for functional issues and preparing the status reports daily and weekly
* Coordinating between various teams involved in the total support cycle.
* Preparation of Setup Documents, User Manuals and End user training
* Directly interacting with Clients from offshore to resolve the issues
* Tracking all issues logged by end users and provided functional solutions.
* Involved in Quality checking of C4C tickets processed by the end users.
* Provided extensive Training to the Key Users and Users.
* Communicating with Users through E-mails, and simultaneously discuss the various issues, and provide the solutions for the same depending upon the severity level of tickets.

**Personal Details:**

Date of Birth : 02 Jan 1989

Father’s Name : K. Sreenivasulu Reddy

Languages Known : English, Telugu and Hindi

Nationality : Indian

Marital Status : Married

**Contact Details:**

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