# Muralikrishna

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**PROFESSIONAL SYNOPSIS**

Having 9+ years of IT experience which includes 4+ years in Salesforce as a Salesforce Consultant/Business Analyst including Configuration, Customization, enhancements, and deployment. Aspiring Salesforce Business Analyst looking for a challenging role in the IT Industry to utilize my technical and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

* Experience in Configuration, Implementation and Support of sales force CRM based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environments.
* Extensive experience in Saleforce.com setup, Configuration, Customization, Administration.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and Various other components as per the client and application requirements.
* Experience in Creating Profiles, Roles, Security Controls, Email Templates, Workflows and Process builder.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Created the Validation Rules, workflows for automated lead routing.
* Experience working with Force.com IDE, Data Loader and salesforce.com Sandbox environments.
* Excellent Leadership and Interpersonal skills, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
* Expertise in defect tracking/troubleshooting, Root Cause Analysis of defects, classification of the defects based on the severity using Quality Center bug tracking tool Jira.
* Leading and owning sprint deliverable
* Conducting internal/external stake holders meetings to complete sprint deliverable
* Capacity planning, status reports, sprint ceremonies and jira/rally compliance requirements
* Part creating product and sprint backlogs and assign the work to dev,QA,INT teams for product deliverable
* Work with other team like 3rd part vendor dev, QA, INT teams and updating daily status report to internal stake holders
* KPI reports to inline with product backlog
* Conducting training on sales force platform.
* Maintain the product backlog and prioritization.

**WORK EXPERIENCE**

* Worked as Consultant (Technical Project Manager) in Mindtree India Pvt Ltd, Bangalore from May 2021 to till date.
* Worked as Business Analyst in Inventech Info Solutions, Bangalore from Feb 2021 to May 2021
* Worked as Lead Consultant in Abacus Staffing & Services Pvt Ltd, Bangalore Nov 2020 to Feb 2021
* Worked as Lead Consultant in ITC Info Tech, Bangalore from Oct 2019 to Aug 2020.
* Worked as aTechnical Consultant at Concur Technologies India Pvt Ltd, Bangalore from Feb 2014 to Oct 2019.
* Worked as Associate Software Engineer at Trx Technologies India Pvt Ltd, Bangalore from Feb 2013 to Jan 2014.

# SKILL SET

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Custom Objects, Validation rules, Workflows, Dashboards, Process builder, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Lightning, basics of integration (REST & SOAP), CPQ,CLM, Order Management. |
| **Salesforce Tools** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Languages** | Apex, Visual force, lightning, HTML, JavaScript, j query, CSS |
| **Operating Systems** | Windows XP/Windows 7, Windows 8, Windows 10 |
| **Project Management Tools** | Jira, Rally, Confluence |
| **Processes** | Agile/Scrum, water fall model |
| **MS-Suite** | MS word, Excel, PPT |

**PROJECT # 1: USAA (COI)**

Duration : Feb 2021 - till date Role : Consultant [TPM]

USAA is an insurance domain complains which deals with insurance policies for retired army people. The objecti ve of the Conflicts of Interest is to automate the HR process of recruiting people to USAA. Before hiring an candi date into USAA the candidate has to complete assessment about their history of employment and locations to v alidate if any conflicts arise to USAA which will be validated by the ethics team internally. In last one year migrat ed visual force pages to aura lightning applications

# Responsibilities:

* Interacted with client to gather and document the requirements and preparing the design documents.
* Developed various Custom objects, Tabs, validation rules.
* Created Email Alerts, Email templates as per the requirement.
* Leading and owning sprint deliverable
* Conducting internal/external stake holders meetings to complete sprint deliverable
* Capacity planning, status reports, sprint ceremonies and jira/rally compliance requirements
* Part creating product and sprint backlogs and assign the work to dev,QA,INT teams for product deliverable
* Work with other team like 3rd part vendor dev, QA, INT teams and updating daily status report to internal stake holders
* KPI reports to inline with product backlog
* Maintain the product backlog and prioritization.
* Migrated some visualforce pages to lightning. Initially this project was implemented on vfpages moved some pages to lightning.

**PROJECT # 2: Adidas Salesforce Support**

Duration : Nov 2020–Feb 2021 Role : Lead Consultant

Provide Salesforce configuration and customization support for Adidas. This also includes support for the items we developed as a part of the Phase1.

# Responsibilities:

* Created objects, fields, field dependencies.
* Developed Apex Classes, Apex Triggers for various functional needs in the application.
* Developed visual force pages, visual force components.
* Worked on change requests for apex classes, triggers and visual force pages and test classes.
* Involved in Unit Testing and Test Coverage for Triggers and apex classes.
* Worked on test classes failed while deploying.
* Developed Batch apex and schedule apex.
* Implemented SOQL with consideration to Governor Limits for data manipulation.

**PROJECT #3: VMF**

Role : Lead Consultant

Duration : Oct 2019 – Aug 2020

# Description:

The VMF (e-BPM) is used to set new supplier account in system which involves unique procedures and check list, a formal document has to be filled in and signed by the suppliers which in turn acts as an acceptance document received from supplier and the same to be consolidated and uploaded in the e-BPM to carry on the process of creating New BP Codes in system which goes for few stages of approval. Likewise block & unblock, change requests are performed accordingly.

# Responsibilities:

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created **Workflow Rules**, **Tasks**, **Email Alerts**, and Components to suit to the needs of the application.
* Developed and configured various Reports.

**PROJECT # 4: Dynamic Packaging E-Commerce Site**

Role : Technical Consultant

Duration : Feb 2014 - Oct 2019

# Description:

Dynamic packaging E-Commerce site is the strategic web development for Royal Brunei Airline. The main object of this project is to build the website for airline to book tickets and catering management.

# Responsibilities:

* Develop Project plans, prioritize tasks and support other teams in identifying and troubleshooting technical problems that impacts the client directly & also affect the project timeline.
* Managing project timelines by being in touch with client via weekly calls and documenting the minutes of the meetings, making sure the project is on the right track.
* Motivating & managing clients to make sure that task get accomplished within agreed timelines.
* Created implementation project plans, provided issue tracking, resolution and escalation of critical issues.
* Established and managed the change management and control process to track all changes in project scope during the implementation.
* Responsible for handling support issues and interfacing directly with DEV team to quickly fix the issue & reduce the turnaround time.
* Documenting & updating internal project tracking page on SharePoint so that other stakeholders are updated about the project status.
* Drives team design standards by staying abreast of emerging trends, technologies and industry consensus; supports and mentors peers in adopting new solutions
* Assists in orienting, training and providing overall development
* Creating wireframes: identifying key screen types and generating full screen inventories
* Knowledge sharing regarding UX in the global context
* Gathering/preparing questionnaires for Amadeus web services and NDC to meet airlines customization requirements and analyzing questionnaires and then suggesting optimization flows to achieve better business models.
* Involved in all phases of SDLC, especially during requirement analysis phase and testing.
* Preparing the certification test cases of web services flows. Performed Functional, Integration, Regression and E2Etesting.
* Validating certification test cases and flows then sending/sharing positive notification to customers.
* Identified bugs in stories and application and reports on time to the concerned people through JIRA.
* Interacting with the team, sending status updates to stake holders, conducted follow-up meetings.

**PROJECT # 5: Travel Agency Implementation**

Duration : Feb 2013 - Jan 2014

Role : Associate Software Engineer

Provides the E2E travel agency setup to handle passenger name records.

# Responsibilities:

* Validating the PNR’s through automated scripting product tool called Correx.
* Interaction with client to gather requirements and converting into technical.
* Creation of Travel Agent set up where all the PNRS would process through queuing concepts.
* Exception handlings inter process communication with travel domain concepts.
* Trouble shooting with exchange travel related PNRS.
* Interaction with stake holders for on-going implementations and custom developments.
* Attending the change control board (CCB) phone calls to know the latest update associated to production environment deployments.

**Educational Qualification:**

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| --- | --- | --- | --- | --- |
| Degree/Class | School/Institute | Board/University | Percentage | Year of  Passing |
| B.E (ECE) | PAAVAI ENGINEERING COLLEGE | ANNA UNIVERSITY | 83.3 | 2012 |
| INTERMEDIATE | S.V. JUNIOR COLLEGE | STATE BOARD | 93.3 | 2008 |
| SSC | S.V. HIGH SCHOOL | STATE BOARD | 87.1 | 2006 |

**Personal Details**

Father’s Name : S Bujjireddy

Date of Birth : 05.04.1991

Sex : Male

Passport Number : T9436216 Issue in India

Languages Known : English, Hindi, Telugu, and Tamil

Address : Padakandla, Pedakandla,

Atmakur, Nellore-524307

Andhra Pradesh

*(All the information furnished by me is true to best of my knowledge and belief)*

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