N.P.Rao

#### Salesforce Consultant

Email: sfdc.nprao@gmail.com

Mobile: 7337621283

Objectives:

Wonderstruck at the superbly designed multi-tenant cloud architecture and well designed Salesforce CRM software, Very keen enthusiastic to excel in Salesforce CRM working with reputable organization delivering successful projects where my ERP/DBA, Functional and Analytical skills can also be best utilized.

**Professional Summary:**

* **Above 18 Years of experience in IT industry which includes Salesforce Adminisration, Salesforce CPQ Administration, Salesforce Apex and Visual Force, and Database Administrator in Oracle and Oracle Applications and other open source database like MySQL, etc. Handled complex Projects and lead the team in various projects**
* **Salesforce certified Administrator, Salesforce CPQ Administrator.**
* Acquired and practiced people management skills and abilities that include things such as business planning, decision-making, problem-solving, communication, delegation, and time management. Believe in and more focused on Adoptive leadership, which is essential nowadays with new technologies and latest methodologies like Agile Methodology while dealing with latest, especially cloud technologies.

**Work Experience:**

* Working as Sr SE for BTS India Present working
* Worked as Sr SE for Hitachi Consulting May 2011 June 2014
* Worked as Software Engineer for Sutifoft India Pvt. Ltd. ( sutisoft.in )

(previously Infobrain Technologies Pvt Ltd.) Aug 2001 April 2011

**Technical Profile:**

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| **Cloud/SaaS** | **Salesforce** |
| **ERP** | **Oracle Applications R12,11i** |
| **Databases:** | **Oracle 8i/9i/10g/11g,12C MySQL** |
| **Languages** | **SQL , SOQL** |

**Salesforce Expertise:**

* Being well-versed in Salesforce Development and Administration processes, I demonstrate experience in Business Administration and Quality Assurance domains.
* Handled projects using Agile Methodology
* I am permanently identifying and setting company goals and creating plans to achieve them in following areas: -
* Salesforce Administration: database design and maintenance, setting-up security, build validation rules, approval processes and workflow rules;
* Creating Process Builder flows, customizing standard Salesforce logic and adding custom one on the top (if that is needed) by building APEX controllers and triggers;
* Acquired and practiced people management skills and abilities that include things such as business planning, decision-making, problem-solving, communication, delegation, and time management. Believe in and more focused on Adoptive leadership, which is essential nowadays with new technologies and latest methodologies like Agile Methodology while dealing with latest, especially cloud technologies.
* Salesforce CPQ (former Steelbrick) solutions design and implementation;
* Enable and configured (CPQ).
* Added multiple product and created custom price book for the CPQ.
* Added multiple currencies pricing (for the product).
* Created bundle product (Feature and Option.
* Create option constrains – based on the requirement.
* Create and implemented different type of Quote template.
* Implemented approval process for the CPQ.
* Provided and implemented different type of Discounting and Price rule with in the CPQ.
* Enable the Product Rule (Which will all sales rep to select the product based on the location).
* Assisting with AppExchange submission, doing the preliminary audit for Security Review
* Community Cloud solutions implementation and Custom Portals that are based on Force.com Sites (requires no extra Community licenses).
* Experienced in initial setup configuration, data migration, custom process automation (using workflow rules, Process Builder, and Lightning Flow),
* Change set management and staging, custom object design and setup, and AppExchange package management / integration. I've also set up and connected Pardot to Salesforce for multiple clients according to their particular needs.
* Expertise on all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
* Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity
* Strong understanding of Salesforce.com best practices and functionality
* Strong data management abilities
* Expert in Data Security and gained Security Specialist Super Badge.

## **Sales force Experience:**

* Development of the applications or enhancements through configuration and if required through Apex or Visual force.
* Technical analysis, design, configuration, and implementation support for system integrations and Salesforce customization
* Develops custom applications and code (Visualforce, Components, Apex Controller, Trigger, Callouts).
* Writes, tests, analyzes, and implements high quality code according to specifications
* Technical Support to resolve configuration defects
* Creation of New Fields, New Objects, Record Types, Workflow Rules, Assignment Rules, Validation Rules
* App Management, including App Exchange
* Integrations and/or Connectors between Salesforce.com and other applications
* Web-API Links; Security Model Management, Performs new release evaluations and assess impact
* Permanently identifying and setting company goals and creating plans to achieve them in following areas: -

Salesforce Administration: database design and maintenance, setting-up security, build validation rules, approval processes and workflow rules;

* Creating Process Builder flows, customizing standard Salesforce logic and adding custom one on the top (if that is needed) by building APEX controllers and triggers;

## Client: Star Fisheries:

* Create managed and unmanaged packages
* Generate reports and configure dashboards
* Train system administrators and end-users the best skills I bring to any project is my commitment, ability to communicate, and problem-solving skills
* Experienced in initial setup configuration, data migration, custom process automation (using workflow rules, Process Builder, and Lightning Flow),
* Change set management and staging, custom object design and setup, and AppExchange package management / integration.
* Standard & Custom Objects and Fields • Validation Rules • Workflow Rules & Process Builder • Approval Processes • Reports and Dashboards • Apex Classes and Triggers • VisualForce Page
* Delivered integration solutions helping organizations exchange information in efficient and innovative ways.
* While also Innovative Knowledge in structuring user roles, security profiles, Object level, Filed level Security, Sharing rules, OWD settings workflow rules,, Approval process, Chatter Connection for Users.
* Expertise in the database for the team's regions and performed basic administration, de-duping and cleanup procedures in salesforce
* Mastered implementations of multiple uses of SOQL queries, custom object design & management. Completed work in timely manner. Successfully participated in group project
* Sophisticated Knowledge in Salesforce Communities, Service cloud and Case management.
* Developed, launched and managed in-depth dashboards and reports for all team functions.
* Configured page layouts, workflows, document templates, record types, & data fields.
* Work independently with members of the user community to define and document development requirements.

**Other Project Detals:**

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| **Client** | Vivimed Labs |
| **Role** | SAP WM Consultant |
| **Description** | Implementation |
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**Tasks & Responsibilities:**

About Client: Vivimed Labs is a globally renowned supplier of niche molecules and formulations across Healthcare, Pharmaceuticals and Specialty Chemicals consumers in nearly 50 countries.

* Configuration of Master data for storage type indicator, the storage types, storage sections and storage bin structure.
* Configured Putaway and Picking strategies
* Involved in Batch management and Shelf life Expiration date picking strategy
* Configuration of Automatic Transfer Order.

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| **Employer** | Hitachi Consulting Software Services Pvt. Ltd. |
| **Role** | Sr.Software Engineer  |
| **Duration** | May 2011 to June 2014 |

***Symmetricom – USA*** November 2013 - Jun 2014

* Upgrade ERP instance from 11.5.10.2 to 12.1.3
* Upgrade ASCP instance from 11.5.10.2 to 12.1.3
* Includes Both Databases Upgrade from 10.2.0.3.0 to 11.2.0.2
* Configure DMZ setup
* Enable Shared APPL\_TOP
* Configure i-modules

***Meru Networks – USA*** June 2013 - Oct 2013

* Upgrade ERP instance from 11.5.10.2 to 12.1.3
* Include Database Upgrade from 10.2.0.3.0 to 11.2.0.2

***PPG Industries Inc. – USA***

Project: Oracle EBS R12 Upgrade Sep 2012 - May 2013

* Upgrade Database from 10.2.0.4 to 11.2.0.3.
* Upgrade Oracle Applications from 11.5.10.2 to R12(12.1.1) Applications
* Upgrade Oracle Applications R12(12.1.1) to R12(12.1.3)
* OS Environment is Red Hat Linux Release 5.

***Darden Information Services and Tech. – USA***

Project: Oracle EBS R12 Upgrade May 2012 - August 2012

* Upgrade Database from 10.2.0.5 to 11.2.0.3.
* Upgrade Oracle Applications from 11.5.10.2 to R12(12.1.1) Applications
* Upgrade Oracle Applications R12(12.1.1) to R12(12.1.3)
* Advanced configuration of EBS like Shared APPL\_TOP, load balancing configuration in forms Servers.
* OS Environment is in Solaris 64 bit.

***Darwish Bin Ahmed & Sons – Abudabi, UAE***

Project: Oracle EBS R12 Upgrade May’ 11 – April 2012

* Migrate database from 10.2.0.5 on 32 bit SLES 9 to 10.2.0.5 on 64 bit SLES 10.
* Split configuration of 11.5.10.2 with database on SLES 10 64 bit Server.
* Upgrade Oracle Applications from 11.5.10.2 to R12(12.1.1) Applications
* Upgrade Oracle Applications R12(12.1.1) to R12(12.1.3)
* Upgrade 10.2.0.5 64 bit database of R12 instance to 11gR2.
* OS environment is SLES 10 64 bit.

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| **Employer** | Sutisoft India Pvt. Ltd. (sutisoft.in ) (previously Infobrain Technology Pvt. Ltd.  |
| **Role** | DBA Team Lead  |
| **Duration** | August 2001 to April 2011 |

***Sutisoft Inc, USA***

Project Maintenance of Databases in Product Developments April 2007 - April’11

* DBA Support to maintain Oracle Applications Database Servers.
* Maintenance and remote DBA support to production servers in US.
* Migration of data from MySQL to Oracle using Migration Workbench tools.

***Alliance Semiconductors Inc, USA***

Project: Oracle EBS R12 Upgrade and Support August’05 – Mar’07

* Upgrade of Oracle Applications (10.7SC to 11i) which includes upgrade of database. This was done remotely from off-shore
* Co-ordination with functional team

***Lantronix Inc, USA***

Project: Oracle EBS (11.5.10.2) DBA Support Aug ’ 04 - June’05

* Upgradation of Oracle Applications from 11.0.3 to 11.5.10.2.
* Worked with different Oracle Applications Utilities like AD Administration, AD Controller, Autoconfig, AD Merge Patch, AD Relink, AD Splice, Auto Patch, Rapid Install, FNDCPASS, f60gen, CONCSUB etc.

***Alliance Semiconductors Inc, USA***

Project: Remote DBA Support Aug’01 – July’04

* DBA Support includes Database design for various products development.
* Maintenance and remote DBA support to production servers in US.
* Supported Oracle Applications team for upgrade of Oracle Applications (10.7SC to 11i) which includes upgrade of database. This was done remotely from off-shore