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OBJECTIVE

To be part of organization/company where I can leverage my expertise in Salesforce, Axon along with my IT Support & Customer service. And to focus on my career growth by learning and deploying those skills in the organization that I work with.

**Relevant Experience: 9Years**

**Salesforce Admin: 5Years**

**EXPERIENCE**

***Working with* Fireeye India**

Salesforce Administrator

September 15th October 2019 till date.

**Skills**

**CRM Applications** : Salesforce.com

[**Force.com**](http://force.com) : Apex Classes, Apex Custom, Apex triggers, X-Author templates

Migration

Visualforce Pages, Apex Data Loader, SOQL, SOSL, Sandbox Refresh

**SFDC Tools** : Data Loader, Developer Console, Workbench,

Release Deployment Management (RDM) Copado Deployment Tool

**Tools**  : Service Now Requests, Footprints, Engage tool (for tracking user related issue tickets)

Ant tool for deployment, Data Loader

**Operating System** : Windows 2003, 2008, 2012 Enterprise Servers

**Client Summary**

*With Fireye software, IT administrators can unify security management across endpoints, networks, data, and compliance solutions from McAfee and third-party solutions. McAfee ePO software provides flexible, automated management capabilities so you identify, manage, and respond to security issues and threats. You define how McAfee ePO software should direct alerts and security responses based on the type and criticality of security events in your environment, as well as create automated workflows between your security and IT operations systems to quickly remediate outstanding issues. As a result, you save time and money—with a more effective security program. McAfee ePO software helps drive down the cost and complexity of managing security. For more information about McAfee ePO features, read the product*

**Roles and Responsibilities**

* Regularly updating team with Processes & Policies to not miss SLA’s & deliverables
* Assures that the team addresses all issues, tasks & activities within the specifications and various standards
* Working on L3 Interaction with various business user groups for gathering the requirements for Salesforce implementation and documented the Business Requirements.
* Creation of SR’s Jira and RFC’s upon the business requirements and impleting to production after all the approvals.
* Working on L3 service now tickets with client & user related quires support and debugging the issue.
* Creation of monthly contract renewal for older contracts which was not moved before migration to CPQ
* Every month we are motoring for in-activation of the users licenses
* Working on L3 & Analyze Business Requirements and prepared the functional requirement specification
* Creation and customization of users, profiles, roles, permission sets, public groups, queues, standard & custom objects, tabs, page layouts, fields and record types, Sharing Settings, as part of small enhancements
* Creation workflows, process builders, triggers, assignment rules and validation rules, email alerts, field updates, custom labels, custom settings, buttons and links, email templates, scheduling Apex classes, pages, creating reports and dashboards, etc., as part of the deployment process
* Working on L3 task Perform bulk Data scrub activities through Apex Data Loader & Workbench in PRD and non-PRD Salesforce instances
* Performed validation deployments using Quick deploy, and TestLevel deploy features
* Performing code deployments through ANT script, Jenkins and Copado Tool from Dev to Pre-prod and Production environments
* Troubleshooting all the issues in prod and non-prod Salesforce instances
* Estimating and managing organization code coverage % in non-PRD and PRD instances
* Managing tickets related to which business issues,
* Creation raise SR’s and RFC’s upon the requirements and implemented it
* Managing & Creating users, roles & groups and performing code & configuration deployments in non-PRD & PRD instances.
* Perform bulk Data scrub activities through Apex Data Loader & Workbench in PRD and non-PRD Salesforce instances
* Was part of lightning deployment to production in Fireeye

Projects Performed

**Key Project 1**

**GTM 2020 and 2021:** worked with business, IT and integrations team to integrate users, accounts, team members and opportunities from one application to SFDC it reduced the time of the integrating to system and users started using SFDC for further transactions.

**Key Project 2**

**Verodin:** worked with business, external users IT and integrations team on this as we tried merging the data from Verodin organization CRM application to Fireeye organization SFDC I tried transforming all the Verodin organization data to Fireye

Organization, this increased the revenue of Fireeye by using single CRM application.

**Key Project 3**

**Renewal Automation: Q**uotes before migrating to CPQ Quotes**,** Contract migration I used to work on monthly basis for migrating the contracts to CPQ for expired quotes active quote, this increased the revenue of Fireeye by users using renewal with out any issues.

**Key Project 3**

**Copado Tool:** Continues deployment toolI was part of configuration of the tool to SFDC and giving training to the developers how to manage the deployments and perform the deployments

Previous Experience

***Payroll with I-Focus Services and deputed at* McAfee India**

Senior Salesforce Administrator

September 2018 till 10th October 2019

**Skills**

**CRM Applications** : Salesforce.com

[**Force.com**](http://force.com) : Apex Classes, Apex Custom, Apex triggers, X-Author templates

Migration

Visualforce Pages, Apex Data Loader, SOQL, SOSL, Sandbox Refresh

**SFDC Tools** : Data Loader, Developer Console, Workbench, X-Author Migration

Tool, Release Deployment Management (RDM)

**Tools**  : Service Now Requests, Ant tool for deployment, Data Loader

**Operating System** : Windows 2003, 2008, 2012 Enterprise Servers

**Client Summary**

*With McAfee ePO software, IT administrators can unify security management across endpoints, networks, data, and compliance solutions from McAfee and third-party solutions. McAfee ePO software provides flexible, automated management capabilities so you identify, manage, and respond to security issues and threats. You define how McAfee ePO software should direct alerts and security responses based on the type and criticality of security events in your environment, as well as create automated workflows between your security and IT operations systems to quickly remediate outstanding issues. As a result, you save time and money—with a more effective security program. McAfee ePO software helps drive down the cost and complexity of managing security. For more information about McAfee ePO features, read the product*

**Roles and Responsibilities**

* Regularly updating team with Processes & Policies to not miss SLA’s & deliverables
* Assures that the team addresses all issues, tasks & activities within the specifications and various standards
* Working on L3 Interaction with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Working on L3 service now tickets with client & user related quires support and debugging.
* Working on L3 & Analyze Business Requirements and prepared the functional requirement specification
* Created and customized users, profiles, roles, permission sets, public groups, queues, standard & custom objects, tabs, page layouts, fields and record types, Sharing Settings, workflows, process builders, triggers, assignment rules and validation rules, email alerts, field updates, custom labels, custom settings, buttons and links, email templates, scheduling Apex classes, pages, creating reports and dashboards, etc.,
* Working on L3 task Perform bulk Data scrub activities through Apex Data Loader & Workbench in PRD and non-PRD Salesforce instances
* Performed validation deployments using Quick deploy, and TestLevel deploy features
* Performing code deployments through ANT script Dev to Pre-prod and Production environments
* Troubleshooting all the issues in prod and non-prod Salesforce instances
* Estimating and managing organization code coverage % in non-PRD and PRD instances
* Handled tickets, raise SR’s and RFC’s upon the requirements and implemented it
* Managing & Creating users, roles & groups and performing code & configuration deployments in non-PRD & PRD instances.
* Working on Sales Service cloud & Marketing cloud.
* Performed validation deployments using Quick deploy, and TestLevel deploy features
* Troubleshooting all the issues in non-prod Salesforce instances
* SSO integration on salesforce and integration environment with informatica and insight Siebel

Previous Experience

***2. Payroll Company Kelly Services and deputed at* Autodesk India**

Salesforce Administrator

December 2015 till 14th September 2018

**Skills**

**CRM Applications** : Salesforce.com

[**Force.com**](http://force.com) : Apex Classes, Apex Custom Controllers, Apex triggers,

Visualforce Pages, Eclipse, Force.com IDE (Eclipse),

Apex Data Loader, SOQL, SOSL, Sandbox testing

**SFDC Tools** : Data Loader, Developer Console, Workbench,

IDE, Force.com Migration tool, Connect offline, Import Wizard, Salesforce-to-Salesforce Release Deployment Management (RDM)

**Tools**  : Jenkins, Continuous Delivery, Service Now Requests, BuildAuto,

Perforce, Eclipse, Data Loader, GIT

**Operating System** : Windows 2003, 2008, 2012 Enterprise Servers

**Environment** : Salesforce.com, PLM 360,

**Client** : Autodesk Inc.

**Client Summary**

*Autodesk, Inc. is the world leader in 2D and 3D design software for the manufacturing, building and construction and media and entertainment markets. Since its introduction of AutoCAD in 1982, Autodesk has developed the broadest portfolio of state-of-the-art digital prototyping solutions to help customers experience their ideas before they are real. Fortune 1000 companies rely on Autodesk for the tools to visualize, simulate and analyze real-world performance early in the design process to save time and money, enhance quality and foster innovation. We have been providing Application and Infrastructure support to our customer 24/7 in order to resolve and minimize issues while monitoring the application. There are many interfaces involved through different applications i.e. Salesforce.com, Siebel, SAP, EIDM, Java Apps, Tibco, Apigee, BO, Informatica, Oracle BI.*

**Roles and Responsibilities**

* Regularly updating team with Processes & Policies to not miss SLA’s & deliverables
* Assures that the team addresses all issues, tasks & activities within the specifications and various standards
* Interaction with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Analyze Business Requirements and prepared the functional requirement specification
* Created and customized users, profiles, roles, permission sets, public groups, queues, standard & custom objects, tabs, page layouts, fields and record types, Sharing Settings, workflows, process builders, triggers, assignment rules and validation rules, email alerts, field updates, custom labels, custom settings, buttons and links, email templates, scheduling Apex classes, pages, creating reports and dashboards, etc.,
* Involved in automation of code deployments via Continuous delivery tool & Jenkins in all the non-PRD environments
* Installed DocuSign and involved in configuration & customization
* Involved in automation of migration of components like object fields (Custom & Standard Objects), Custom labels, Profiles, Profile layouts, Approval processes, Groups, Queues, Roles, etc., from Sandbox to Sandbox, Sandbox to Production & Production to Sandbox using a deployment tool.
* Perform bulk Data scrub activities through Apex Data Loader & Workbench in PRD and non-PRD Salesforce instances
* Performed validation deployments using Quick deploy, and TestLevel deploy features
* Performing code deployments through ANT script using Continuous Delivery tool integrating with Jenkins & configuration changes from Dev to Pre-prod and Production environments
* Troubleshooting all the issues in non-prod Salesforce instances
* Perform Snapshot from Production through Eclipse & Force.com command line interface to different code streams in Perforce (P4) after every Release (PRD push)
* Run all tests execution, noticing test class failures & work on its fix in non-prod and PRD Salesforce instances
* Estimating and managing organization code coverage % in non-PRD and PRD instances
* Setup Salesforce to Salesforce connection between two orgs
* Handled tickets, raise SR’s and RFC’s upon the requirements and implemented it
* Managing & Creating users, roles & groups and performing code & configuration deployments in non-PRD & PRD instances of AXON PLM 360.

**Achievements:**

* I was successfully handling the client’s requirement as on date and have been appreciated for my work on many occasions.

1. ***Enstage Software private limited***

*Tech Support Engineer – Level 1 & 2 Support*

*Apr 2013-12th Dec 2015*

* Categorize and prioritize end user support requests and service requests by utilizing a customer ticketing system to track tickets and provide up-to-date status and
* Raising all types of customer and bank requests tickets as per their requirements and document these instances of problem areas and the resolution of the cases in the ticketing system.
* Perform incident resolution or, when needed, escalation to the appropriate teams
* Escalating the issue to Level 3 support if necessary.
* Responds to inquiries of client inquiries through email, web, phone, diagnoses and analyses problems.
* Conduct systems performance analysis and provide feedback to functional leads and colleagues in the Continual Service Improvement function.
* Performing modification in the server or website I use to monitor and the changes with all the requirements if the modifications made are failed we use to rollback as per the previous requirements.
* Knowledge of anti-virus/anti-spam detection techniques

1. ***KBITS Dept. of IT – System Analyst***

*June 2010 – April 2013*

* Analyze, Install, Modify and repair PC Software operating system.
* Responsible of updating the entire latest patch.
* Support and respond to On call site for Desktop end user issue
* Responsible for taking daily backup and restoration of files of tally & others
* Assign file & folder permission.
* Responsible for monitoring switch database and maintaining network switches.
* Responsible for assisting user’s to login to the designated Wi-Fi Network’s.
* Installation of Microsoft Office 2000, XP, 2003, 2007 & 2010
* Installation of Windows XP, Vista& Windows 7.
* Responsible for troubleshooting and debugging minor program bugs.
* Support end user on Microsoft operating system & applications.
* Uploading Files

Additional Information

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| Client Management | USA, Singapore, India |
| Communication management | Online chats, Emails, Voice |
|  |  |
| Others: |  |
| Languages known to read & write | English, Kannada, Hindi |
| Languages known to speak | English, Kannada, Hindi, Marati, Tamil, Telugu |
| Work location | Anywhere Around the Globe |
| Nationality | Indian (Has valid passport) |

EDUCATION

Bachelor’s in Computer Application 2015

Annamalai University

Diploma in Hardware & Networking 2009

Salesforce Administrator 2015

I hereby declare that the above-mentioned particulars are true to the best of my knowledge, information and belief. Documents in proof wherever applicable shall be furnished upon request.

(CHANDRAKNATH P)