**Vijay Reddy**

Location - Dallas, TX

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**Education** – Master of Science in Management from Sullivan University, Louisville, KY

Visa Status – Green Card



7 years of experience working on Salesforce application as an Administrator and Analyst.

**Blue Cross and Blue Shield, Richardson, TX (September 2019 to Till Date)**

**Salesforce Administrator/Analyst**

Implementing the managed package application Salesforce Security Center for a single view of security, privacy, and governance posture across all Salesforce orgs.

* Security Center Setup to review up-to-date health check scores, access settings, and user and login metrics in one easy-to-read interface.
* Monitoring selected security, compliance, and governance metrics for all connected Salesforce orgs updated daily.
* Worked on RevCult for field encryption.
* Working on Reports, Dashboards, Snapshot Reporting.
* Deployments using Copado CICD.

**McKesson Specialty Health, The Woodlands, TX (September 2018 to December 2018)**

**Salesforce Administrator/Analyst**

New lightning environment to combine 2 existing classic environments for sales, support and analytics team to have access to all the data in one place with lightning functionality.

* Worked on Salesforce Lightning Sales Cloud.
* Migration from Class to Lightning.
* Documentation of security, configuration and integration mappings.
* Install and maintain Dun & Bradstreet managed package application.
* Worked on REST integration to connect Salesforce with Biomed Tracker application.
* Worked with QA and UAT for verification and validation of the application.
* Worked on training documentation.
* Worked on Reports, Dashboards and Console.

**LPL Finance, San Diego, CA (January 2018 to September 2018)**

**Salesforce Administrator/Analyst**

Enhancements to business development process.

* Worked with System and Process experts to help identify solutions to business pain points
* Install and maintain managed package applications, Time Trade and Miller Heiman.
* Hands-on configuration in salesforce application
* Worked with QA and Deployment teams.
* UAT business planning, execution, and go live

**Illumina, San Diego, CA (April 2017 to September 2017)**

**Salesforce Administrator/Analyst**

Enhance field service management process to allow the field technicians to order parts and procure parts available with other technicians or client locations.

* Worked on Sales and Service Cloud.
* Partner with Business teams and Process Experts to write requirements
* Documentation of security, configuration and integration mappings.
* Worked on REST integration to connect Salesforce with SAP.
* Worked with Change Management team to plan for Change Management
* UAT business planning, execution, and go live
* Hypercare support

**Farmers Insurance, Woodland Hills, CA (September 2016 to March 2017)**

**Salesforce Administrator/Analyst**

Develop electronic first notice of loss in salesforce application to create and check status of automobile insurance claims.

* Worked on Sales and Service Cloud.
* Interacted with Business/Functional Analysts as required to clarify on the requirements.
* Prepared Functional specifications, Technical Documentation, High-level document, Low-level document, configuration workbook, Security documentation.
* Worked on REST integration requirements to connect with Siebel.

**Union Bank, San Diego, CA (April 2016 to August 2016)**

**Salesforce Administrator/Analyst**

Application to enroll and service corporate customers.

* Worked on Sales and Service Cloud.
* Worked Users access, Profiles, Roles, Permission sets, Sharing Rules, Public groups and Queues.
* Worked Objects, Fields, Record types, Page layouts, Validation rules, workflows, approval process, Process Builder, Flows.
* Worked on Reports and Dashboards

**LPL Finance, San Diego, CA (August 2015 to December 2015)**

**Salesforce Administrator/Analyst**

Enhancements for Marketing and Business development teams.

* Worked on Sales and Service Cloud
* Worked on Account, Contact, Opportunity and Knowledge objects.
* Working on Record Type, Page Layout, Formula Fields, Validation Rules and Workflows.
* Worked in QA and UAT
* Worked with Change Management team to plan for Change Management as needed for each initiative

**Patient Centered Outcomes Research Institute, Washington, DC (May 2015 to July 2015)**

**Salesforce Administrator/Analyst**

The Enterprise Functionality Enhancements Project addresses four main components to improve PCORIs ability to manage and maintain contacts, interact with their external users, and set up events.

* Worked on Sales and Service cloud.
* Prepared Configuration workbook, Security Model and Field Level Security documents for system profiles and community profiles.
* Worked on test cases for QA and UAT.

**Big Heart Pet Brands, Pittsburgh, PA (September 2014 to April 2015)**

**Salesforce Administrator/Analyst**

Roll out application to manage lead generation, customer acquisition, manage accounts and forecast business. The initial rollout targeted 400 standard users.

* Maintenance and enhancement of applications as per client requirements
* Manage salesforce instance using the standard aspects of the salesforce.com setup menu.
* Create and manage user accounts, profiles and security.
* Worked on Record Types, Page Layout for individual business units.