

# Professional Summary:

* 8 Years of experience in IT and worked with multiple technologies like Salesforce.com CRM and Oracle PL/SQL Developer.
* Certified Salesforce Administrator and Platform Developer.
* 4+ years of experience in Salesforce sales cloud, service cloud & Salesforce CPQ.
* Involved in creating Objects, Page layouts, Record Types, Formula Fields, Rollup Summary fields, relationships, Validation Rules, quick actions, CPQ and lightning record pages.
* Involved in creating Users, Roles, Profiles and Security Settings, OWD’s based on role hierarchy.
* Responsible for Creating analytics using salesforce Reports and Dashboards.
* Worked on Report Types, Responsible for creating Public Groups, Queues, Permission Sets.
* Involved in writing Apex Triggers and Apex Classes.
* Worked on designing Visualforce Pages.
* Worked on migrating data from one sandbox to another sandbox using Force.com IDE tool
* Involved in writing the Test Classes for various scenarios.
* Proficiency in development, and implementation of user interface.
* Strong knowledge on SQL/SOQL.
* Maintaining /creating the Email templates, email alerts.
* Experience in salesforce lightning knowledge base implementation and JavaScript.
* 3+ years of experience in Oracle Applications PL/SQL Developer and production support.
* Good Experience in creating procedures, functions, triggers in Oracle PL SQL.
* Good Experience in supporting Oracle Applications Finance Modules Account Payable, Account Receivables and Ariba.
* Good Experience UNIX and Shell scripting.
* Knowledge on JIRA for raising the task against the jobs and Control-M for scheduling and monitoring the data flow jobs.

# Work Experience:

* Currently working as Technology Analyst at Infosys. From Nov 2014.

# Professional Skills:

**Salesforce Skill set:**

* + CRM: Salesforce
  + **Force.com Platform:** Apex Programming, Visualforce, Triggers, workflows, Data loader,Salesforce Admi,Force.com development
  + Web Technologies: JavaScript, HTML and CSS.
  + **Ticketing Tools:** BMC Remedy, CA Service Desk, JIRA.
  + **Certified Salesforce Administrator**
* **Infosys Certified salesforce Professional**

**Oracle Skill set:**

* Infosys Certified Oracle Cloud Account Payables Professional consultant.
* Database Languages: PL/SQL, SQL
* DB Tools: Toad and Oracle Developer.

**Education:**

* B. Tech with Information technology (I.T) from GVR&S College of Engineering, Acharya Nagarjuna University.

# Project# 1:

**Title: Sales & Service Transformation -ABinbev Inc.**

**Duration:** Aug-19 to Present

**Role:** Salesforce Consultant

**Project Theme:** ABinbev is an American brewing company founded and based in St. Louis, Missouri. Since 2008 it has been a wholly owned subsidiary of Anheuser-Busch InBev, the largest brewer in the world and on the cusp of becoming even bigger with the acquisition of SABMiller.

This project aimed to develop a single stop solution to capture all the sales and service transactions using salesforce CRM sales, service cloud capabilities. The solution offers features like Case Management, lead Management, Account/Contact management, Opportunities management and Activities management, campaigns etc.

**Responsibilities:**

* Configuring/customizing the salesforce CRM application in accordance with the business requirement and specification.
* Configurated sales could objects like lead, opportunity, account, contact etc. as per the business need
* Created custom fields, objects, page layouts, validation rules, record types.
* Setup web to case, email to case functionalities where Abinbev and end users can submit their inquiries via email or web in case if they have any issues /questions about products that they have purchased.
* Implemented minor enhancements on standard objects including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, Activities.
* Customized tabs for among different business users’ group and Business centers.
* Created custom links and custom buttons.
* Supported the data migration activities for migration the data from various business sources with the support of salesforce.com.
* Provided user support and bug fixing activities as per the SLA.
* Developed various Apex Classes, Apex Triggers and Controller classes for various functional needs in the application.
* Created Workflow rules, Validation rules, Profiles, Roles, email alerts, field updates.
* Created assignment rules, mini page layouts, compact layouts.
* Strong Visualforce and Apex code knowledge.
* Hands-on experience in building Reports, Reporting dashboards.
* Written many Visual force pages to get customer details from Oracle and shown on Visualforce page by using SOAP Web service.
* Work on salesforce support tickets/Enhancements.

**Project# 2**

**Title : Sales Cloud Implementation and support- HSBC Duration :**  Dec 2018 – July 2019

**Project Theme:** HSBC is India's fastest growing financial service provider and growing loan consultancy and enjoys working with a plethora of financial institutions and other non-banking financial companies.

This project aimed to implement a sales cloud which maintains all customer details. The Sales Application Offers CRM features like lead Management, Account/Contact management, Opportunities management and Activities management.

We had developed a Salesforce CRM Application to suit its business needs which can be used by loan agents and managers.

# Responsibilities:

* Configured sales cloud objects like lead, opportunity, account, contact etc. as per the business need.
* Automate leads assignments to loan agents using assignment rules, process builder, auto response rules, web to lead functionalities. Created email alerts and templates to send notifications to agents and loan requestors.
* Developed loan application using Lightning flows where agents can capture all the required details for the loan process in a quick manner with very few clicks.
* Implemented CTI solution where loan agents can directly call/message leads/loan applicants from salesforce.
* Create various roles, profiles and configure the permissions based on the organizational hierarchy requirements.
* Created custom objects, page layouts, validation rules, quick actions as per the business need.
* Created and customized lightning record pages as per the business need.
* Created multiple reports & dashboards where leads/managers can track the team’s performance, lead, opportunity progress and weekly & monthly basis.
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Involved in code clean-up of some triggers which causes recursiveness and which requires optimization.
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers.
* Integrated Outlook with Salesforce using Salesforce for Outlook.
* Written many Visual force pages to get customer details from Oracle and shown on the Visualforce page by using SOAP Web service.
* Work on salesforce support tickets/Enhancements.

# Project 3 :

**Title:** Intelligence Hub Global Production and Support. **(Dec 2016 - Nov 2017) Client:** HSBC Technology

**Role:** Technology Specialist

**Project Theme:** Data Ingestion from Source Oracle/Linux/Postgres/DB2 servers to Target Google Cloud Server by using JuniperX, Apache Kafka and Nifi.

**Responsibilities :**

* Monitoring the data ingestion between the Source and Target systems.
* Resetting Kafka offset values and Nifi jobs through JUNIPER X application in case of any failure.
* Worked on Production Support and resolving the Incidents as per SLA.
* Scheduled daily status calls with Business Users/Module Leads and explain the Issues.

**Technology Used :**

* Apache Nifi,Kafka,JuniperX(Custom Application developed by infosys to ingest the data to
* Target system(Google Cloud Server),Control-M.

# Project 4:

**Title : Global Enhancement and Support -Cummins Inc. Duration :**Nov-2014 - Oct 2016

**Role :** PL SQL Developer and Production Support.

**Project Theme :** Cummins Power Generation India is the leading manufacturer and market Leader of diesel fuel power systems,provides total power solutions, right from design to execution and operations to service support by using Oracle E Business Suit.

**Responsibilities :**

* Developed functions, Procedures and Packages using PL/SQL.
* Development of new objects as per client requirements.
* Debugging the Code to identify if any bugs causing the data flow interruption.
* Worked with 3rd Party systems to process the Invoices/Transactions/cash files, supplier data flow to DB.
* Raised SRs and coordinating with Oracle for standard functionality issues.
* Worked on Production Support and resolving the Incidents/Work Orders/Tasks as per SLA.
* Monitor the concurrent programs status through Appworx Job Scheduler.

**Tools Used :**

Oracle PL SQL,Toad,Oracle 11g,Unix,WINSCP,Putty,Appworx Job Scheduler.

**Declaration:** I hereby declare that the details provided above are correct and I will take the responsibility for those.

**Date: Name:** Naga Manohar Kavuri

**Place:** Hyderabad (K.N. Manohar)