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Summary

* Having 5+ years of focused experience in sales and service applications,worked on database , User management , created multiple business and partner users in production.
* Created profiles, roles (based upon the territory hierarchies) , permission sets& etc**.**
* Worked on OWD security model, sharing rules, field level security and object level security.
* Created page layouts, record types for standard and custom objects.
* Created Validation Rules,Flows, Workflows, Process builders.
* Creating Reports and dashboards on multiple use cases and assisting the global (APAC, EMEA, AMER).
* Worked in deployment activities using change sets (outbound and inbound), Jenkins,Githuband workbench.
* Good experience in working with large set of data operations using tools like data Loader, Import wizard, workbench tools**.**
* Used Jira tool and Service now tools on tracking the time sheets for the level of effort.
* Extensively exposed to creating **objects, fields, Record Types, workflows, process builders, approval processes, duplicate rules, Assignment rules, validation rules, Email services, data migration activities, custom page layouts, custom fields**.
* Moderate experience in raising cases with salesforce for any issues/limitations increase with salesforce.
* Able to effectively converse, relate and triage with multifunctional teams, including business owner, stake holders, mangers, architects, developers, and testers at all levels.
* Exposure to Salesforce CPQ to effectively design,build and implement quoting flows.
* Analyze and configure SFDC CPQ & Billing solutions.
* Having strong communication, written and presentation skills.

**Career History**

• Managed complete lifecycle of the new systemstarting from requirements gathering till production implementation.

• Conducting System Analysis / Process Study for project scoping, estimation and tracking.

• Prepared various documents like technical specification documents and KM documents in all projects

**Awards and Achievements**

• Received Deepskills award at FIDELITY in all past quarters for **Salesforce.**

• Received FIDELITY Managers Choice award in 2019.

Professional Experience

* Worked as Software Engineer in **FIDELITY india PVT LTD.**

Academic qualification

Bachelor of Technology(**B.Tech**) from JNT University in Anantapuram.

Skill Set

* Salesforce.com **:** Salesforce Admin, Salesforce CPQ.
* O/S **:** Microsoft windows -XP,7,10, Unix.

**Assignment History:-**

**Project 1:**

 **Project Name:** Wellpoint (From 18-January-2021 To Till-date).

 **Client:** Wellpoint

**Project Description:-** Anthem is one of the leading health benefits company in US and is leading the way to help improve the healthcare system. Anthem had the requirement to migrate ICD-10 (International Classification of Disease) system for claims processing according to the regulatory requirement. To achieve this target FIDELITY had setup a new testing environment and synced it with production, where all the applications right from source to downstream tested ICD10 data changes.

 **Environment :** Salesforce Admin.

 **Team Size** :10

**Roles and Responsibilities:**

* Creating custom objects, custom fields, Field dependencies and creating users, queues, profiles, permission sets.
* Creating workflow rules, approval process, actions and validation rules as per business requirement.
* Created reports and dashboards.
* Training the end customers over the product functionality.
* Worked on data loader to import and export the data from SFDC.
* Working with large data set for insert, update using Data loader, Workbench tools.
* Creating the queues, public groups, Email templates.
* Working on immediate defect issues, enhancement change request by end users.
* Working closely with development team to identify the defect and change request.
* Worked on queue management, list views, triaging the cases to appropriate team
* Worked on case management, assignment rules.
* Individual contributor and leading the team.
* Represent the daily and weekly status meetings with onshore.
* Follow the process as per Client and company specific in a discipline manner.**.**

**Project 2:**

 **Project Name:** Vodafone-UK (From 08-January-2018 To 15-January-2021).

 **Client:** Vodafone

**Project Description:-** Vodafone is the world's largest mobile telecommunications company measured by revenues and the world's second-largest measured by subscribers. Vodafone-UK is the largest of services and telecommunications provider in the United Kingdom.

 **Environment :** Salesforce Admin.

 **Team Size** :12

**Roles and Responsibilities:**

* Creating custom objects, custom fields, Field dependencies and creating users, queues, profiles, permission sets.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Worked with various salesforce.com objects like Accounts, Contacts, opportunities and Custom Objects.
* Creating workflow rules, approval process, actions and validation rules as per business requirement.
* Created page layouts, search layout, record types and email templates
* Migration of data to sandbox and production using Apex Data Loader.
* Created custom objects, tabs, applications, fields, record types , page layouts, custom labels and custom settings.
* Created master detail, lookup self-relationships, validation rules, workflow Rules.
* Faced and solved different Scenarios.
* Individual contributor and leading the team.
* Represent the daily and weekly status meetings with onshore.
* Follow the process as per Client and company specific in a discipline manner.

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