**Sai Kishore Vadnala**

<Saikishore.vadnala12@gmail.com>

**8885402881**

**Trailblazer link:** [**https://trailblazer.me/id/skishore15**](https://trailblazer.me/id/skishore15)

**Summary of Qualifications:**

Certified Salesforce admin with 3.5 years of experience helping teams solve problems with Salesforce in administration. Thoughtful software troubleshooter with generational software update exeperience. Collaborative administrator supporting personnel in long-term data management and storage.

**Work Experience:**

**Salesforce Administrator**

*Y-Axis Solutions Pvt Ltd, Hyderabad*

August 2020 – Currently employed

**Roles and Responsibilities:**

* Excellent understanding of **Salesforce.com** in terms of Organization hierarchy, **Roles**, **Profiles**, **Users**, **object level security**, **field level security**, **record level security** and **sharing rules**. Efficient in setting up restricted login hours and **IP ranges** on profiles and resetting the user passwords.
* **Worked on Classic to Lightning migration process Worked on Classic to Lightning migration process**
* Create and maintain **workflows, approval processes, Process builders and validation rules** based on internal.
* Experienced using **Salesforce Lightning UI**. Created **Lightninng Apps** combining  **Lightning Record Pages**, **Lightning App Builder** and **Lightning Component** features.
* Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects
* Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor limits.
* Excellent Analytical, debugging, communication, Leadership qualities and interpersonal skills
* Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
* Experience on custom Objects, Fields, Record types, Relationships, Rollup summary fields and formula fields
* Coordinate with multiple teams within the organization to maintain **security** and data maintenance. Coordinate with Tech support team to maintain **IP** address based on location for users.
* Analyze lead count through web to lead and landing pages with Digital marketing Provide Sales and process **Reports** to **Mangers** and **directors** on daily basis.
* Provide reports and filter access to the reports based on the **Roles** of the users and also provide reports for Accounts and Audit team to ease the process.
* Proficient with technology, including office applications, sales force automation, database systems, executing data imports, running exports, merging records, and running reports
* Developed **Reports**, **Dashboards** and **Approvals** to continuously monitor data quality and integrity. Expertise in Reporting,Customizing the **Dashboard** and **SchedulingDashboard** Refreshing
* Proficiency in **SFDC Administrative tasks** like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Solve day to day tickets (**cases**) or escalated issues.
* Involved in creating and customizing Email template (Text, HTML and visual Force) and configuring them to the email alert within the workflow rule for object.

**Environment:** SaleforceCRM, Record types, Automation, Reports, Dashboards, Email, PowerPoint, Excel,Cases, Validation Rules, Standard and Custom Objects, Work Flows, Page layout, email to case.

**Salesforce Administrator**

*Quantum Technologies Pvt Ltd, Hyderabad*

March 2019–August 2020

**Client: MTM Health - St. Louis, MO**

**Roles and Responsibilities:**

* Configuration of Salesforce.com as per the requirement.
* Created Users, Profiles, Roles, User Groups, Objects and Tabs.
* Involved in creating and customizing Fields, Page Layouts, and record types as per the requirement.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization
* Creating relationships (look-up, master detail) between the objects.
* Used Data migration tools like Import Wizard.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Managing customer data: Data duplication identification and resolution.
* Written sharing Rules to assign owner and sharing a record with user.
* Created Assignment Rules (Case and Lead) and Escalation Rule (Case).
* Created various reports (summary reports, matrix reports) and dashboard to meet requirement related to user and business need.

**Environment:** Saleforce.com platform, Record types, Reports, Dashboards, Email, PowerPoint, Excel, Validation Rules, Standard and Custom Objects, Work Flows, Page layout, email to case.

**Education:**

* Bachelor of Technology-Electronics Communication & Engineering
* Holy Mary Institute of Technology & Science, Hyderabad
* Graduated: May 2014

**Skills & Exepertise:**

* Salesforce platforms: Sales Cloud, and Service Cloud
* Skilled in process automation and system configuration
* Passionate about optimizing office productivity
* Sharing Rules.
* Reports and dashboards
* Workflows, Approval processes, Process builders and Validation rules
* List views
* User administration (Case’s)
* Addition of pick list values
* Modification of Email templates
* Custom fields
* Custom objects
* Record types
* Custom Reports
* Lightning App Builder

**Certifications:**

 Salesforce Certified Administrator

**Hobbies and Interests:**

* Playing chess and cricket
* Researching about new technologies and knowing them.

**Personal Profile:**

Name : Vadnala Saikishore

Date of Birth : 09-01-1993.

Father’s name : Bhagavantha Rao

Mothers name : Swarajya Lakshmi

Sex : Male

Marital Status : Single

Languages Known : Telugu,English & Hindi

Nationality : Indian

**Declaration:**

I hereby declare that all the information provided above is true and genuine to the best of my knowledge.

**Place**: Hyderabad