**Kiran Kumar Unnam `**

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**Objective/Aspirations**

Salesforce.com Certified Professional with 9 years of experience in Enterprise Applications. Aspiring challenging role with limitless possibilities.

My greatest strength is the ability to understand highly complex systems and then be able to communicate and train others how to use these systems. I excel at working with undocumented and new technologies.

**Professional Summary**

* 9 years of experience in **Salesforce.com CRM Platform** andTotal 11 years of IT experience.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Sales, Marketing, Customer Service and Support Development team.
* Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.
* Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
* Experience in Salesforce release management.
* Well acquainted with the Software Development Life Cycle (SDLC) of applications from **scratch implementation** to support.
* Proficiency in trouble-shooting infrastructural issues.
* Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.

**Experience Summary**

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| Company | Designation | Major Tasks | Duration |
| Akamai Technologies | Senior Salesforce Engineer II. | Salesforce.com Applications Development.  Lead to Cash support. | Nov 2015 - till date |
| Naseba Communications Pvt Ltd | Salesforce.com Team Leader | Salesforce.com Administration | July 2008 – Oct 2015 |

**Tools/Technology**

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| --- | --- |
| CRM | Salesforce , MS Dynamics CRM |
| Salesforce.com | Workflow & Approvals, Reports, Dashboards, Analytics Snapshots, Custom Objects, Apex, Triggers, Visual-force |
| Languages/ Scripting Languages | HTML, JavaScript, Java, SQL |
| Databases | Oracle 10g,11g |
| Systems Tools | Cast Iron Studio, Microsoft Office Suite |
| Marketing Tools | Exact Target, Manticore Technology, Silverpop & ClickDimensions |
| Operating Systems | Windows 7, Windows 2003 server, Unix |

**Qualifications**

B.Sc (CS)

Kalinga University,Raipur.

2002-2005

**Certifications**

* Salesforce.com Certified Administrator (**201**) (Licence No : **1464597**)
* Salesforce Certified Sales Cloud Consultant (Licence No : **21233402**)
* Salesforce Certified CPQ Specialist (Licence No : **21233979**)
* Salesforce Certified Service Cloud Consultant (Licence No : **21243914**)

**Tasks/Assignments**

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| Project | Lead To Cash | |
| Customer | Akamai Technologies | |
| Period | Nov-2015 to Till Date | |
| Description | Lead To Cash is responsible for automating the workflows for various internal departments by creating common framework of Enterprise Applications. Lead To Cash also had a first order impact on Akamai's continued growth while saving millions of dollars. | |
| Role | Senior Salesforce Engineer II. | |
| Solution Environment | Salesforce Platform | |
| Tools | Cast Iron, Remedy Force, DocuSign, Mulesfot | |
| Highlights | * Administrated and monitored the company's Salesforce CRM application. * Created the workflows for automated lead routing, lead escalation and email alert * Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings. * Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service. * Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation. * Developed and Customizing salesforce.com application based on the user needs. * Developed field & page layout customization for the standard objects like Account, contact, Leads. * Maintained and gave permissions to communication templates based on Profiles. * Performed Data Analysis and migrated data from SQL Server database to sales force. * Involved in Accounts Merging, maintaining Public Groups. * Created Reports and Dashboards as per the customer requirements. * Worked on Record Types, Validation Rules, Triggers and Page Layouts. * Worked with senior team members to analyse of each product and its competitor, to integrate new product, and optimize existing products. * Imported accounts and contacts data through Import Wizard. * Worked on data migration from databases to SFDC using Data Loader. * Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy. * Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals. * Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports. * Created new custom objects, assigned fields, custom tabs, components, custom reports. * Created custom Reports based on business need and associated them to Dashboard. * Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements. | |
|  | |
| Project | Salesforce.com Administration in naseba group | |
| Customer | Naseba Communications Pvt.Ltd | |
| Period | July-2008 to Oct-2015 | |
| Role | Salesforce.com Team Leader/Administrator | |
| Tools | Salesforce CRM, Exact Target, Click Tools, MS Dynamics CRM | |
| Highlights | * Created the separate applications for all the departments and implemented the salesforce.com automation process in between all the departments across all the locations and reduced the cost in using the resources. * Implemented the process using salesforce.com in all the naseba locations onsite i.e. in Bangalore, Dubai, and remotely in Malaysia and Monaco. * Provided the training to all the end users from all the departments across all the locations including the management on automation and usage of salesforce.com for their process. * Providing on going support, maintaining user accounts, roles, profiles, data entry and cleansing etc and implementing the new features of the salesforce.com application. * Uploaded the massive data (Accounts & Contacts) which exits in excel before implementation of salesforce.com. * Integration with two different marketing applications like Manticore Technology, silverpop and providing the lists for marketing team, reports and dashboards, automated alerts to the stake holders etc. * Single point of contact for all Salesforce.com application related things in the group. * Gathers requirements, collates information, and co-ordinates with all departments, including Management, Sales, Marketing, Production, Operations, Finance, Communications, CRM (List Research), and Client Relations to create insightful Reports and Dashboards. * Manages overall design and layout of Salesforce.com application of the group. * Train, guide and mentors all end users of Salesforce.com. * Prepares dashboards for Management based on ad-hoc requests and instructions. * Prepare and maintain the training materials, PPTs and Documentations for all the departments of SFDC users. * Customizing the page layouts, fields, objects, implementing the workflows on objects and validation rules as per the process requirement. * Develops custom and on-demand reports, as requested, by the management and other stakeholders. * Provides reports, views, dashboards, contact lists, and other information as requested by various departments. * Balances priorities and multi-tasks to resolve concurrent requests throughout the group. * Pro-actively identifies, develops, and implements application solutions, enhancements, and system integrations to meet business requests. * Maintains and oversees user accounts, roles, sharing & security and profiles of the group. * Researches Salesforce.com and provides actionable information to Management to improve processes and performance of various departments, including Marketing and Sales. * Reviews, develops, and completes tasks within deadlines to address user requirements. * Manages data integrity in all aspects of Salesforce.com and related dependent systems. * Manages e-mail campaign lists for the marketing team and creates lists as per requests from Marketing and Management. * Assists in developing the campaigns, measurement including the lists preparation, cleaning the lists, uploads in marketing applications, scheduling campaigns, tracking results and reports on all the above activities. * Multi tasking on most of the activities on Salesforce.com, and various Marketing applications. * Contributes to other areas within CRM Technology, including database research, data analysis and data cleansing. * Evaluates data entry, scheduling the database enhancements, import processes, and ensures proper data quality standards for the group. * Provides ongoing support for all the departments of the organization on Salesforce.com. * Uses custom built functionality of Salesforce.com to effectively manage business processes of all departments in the organization. * Provides proactive best practice guidance to the company’s employees across locations to enhance and improve their knowledge of Salesforce.com. * Undertakes Salesforce.com testing for new enhancements, system integration, and new user group deployment. * Provides prompt and complete resolution to technical challenges and business queries. * Works with management and other staff to accomplish requested deliverables using Salesforce.com CRM application. * Configures and integrates Salesforce.com with existing Marketing applications. | |

**Passport Details**

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| Name as on passport | Relationship | Passport Number | Date of Issue | Expiry Date | Place of Issue |
| Kiran Unnam | Married | R4567346 | 30 AUG 2017 | 29 AUG 2027 |  |