**NAGA MALLIKA BANNARAVURI**

SALESFORCE SPECIALIST

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**Career Objective:**

With a dream of becoming Salesforce CTA, have started my career with Salesforce. I have had a good experience of more than 3 years in Administration and Development (Sales Cloud, Service Cloud and Community Cloud). And, also developed 10 websites using HTML, CSS, JS and WordPress as Web Developer. I am a good team player and team manager, which made me to get promoted as Senior Associate and Subject Matter Expert in Amazon.

**Skill Summary:**

* **Application Customization** - Initiated both declarative and programmatic features for our internal app to reduce the manual process. I proactively created custom objects and created chatter groups to make our sales team more efficient.
* **Process Automation** - Evaluated the process and recommended the automation. Helped automate more than 20 processes to date and effectively reduced the time consumption.
* **Lightning Experience** - Customized record details with page layouts and created custom buttons and links and assigned the custom layouts by highlighting the record details.
* **Integration** - Have working experience in integrating the third-party applications in Salesforce. In my work experience have integrated the Gmail, Outlook, Facebook, Twitter and Docusign Applications and created the custom objects as per business requirements to save the time and manual processes of the organization.
* **Apex** – Development Process, Classes, Objects, Interfaces, DML, SOQL and SOSL Queries, Triggers, Exposing Apex Classes as REST Web Services, Lightning for REST API
* **Lightning Aura Components –** Aura Components, Events, Designing App UI
* **BAM** - Paying it forward. Enabling Salesforce admins and users using BAM methodology. Giving back my experiences with Salesforce to new learners through social media and through my blog – thesalesforcebuff.wordpress.com

**Areas of Experience:**

Sales Cloud, Service Cloud, Lightning UI, process automation, requirements gathering and application design, user enablement, reports and dashboards

**Certifications / Trailhead:**

* Certified from Google in Fundamentals of Digital Marketing
* Certified from Docusign as DocuSign eSignature for Salesforce Specialist 2020
* DocuSign eSignature Administration Specialist 2020
* Certified in Project Management Essentials from MSI
* Certified from 6SigmaStudy in Six Sigma Yellow Belt
* Achieved Ranger Rank from Trailhead with 623 badges, 366,425 Points and 17 Superbadges

**Education:**

Graduated from Sri Krishnadevaraya University, Anantapur in B.Sc (Computer Science).

Diploma in Project Management from Alison

**Professional Experience:**

**Salesforce Administrator / Developer –** Working as a freelancer Hyderabad, India

March’17 - Till Date

* Training new Salesforce aspirants through online.
* Supporting Trailblazers through Trailblazer Community by providing solutions.
* As a Trailblazer Mentor, guiding the Mentees with a career plan and Certification paths.
* Creating and sharing materials for Administration related topics and also publishing them on my personal blog.
* Assisting the learners in solving the Trailhead Modules and Superbadges.
* Administrating the Salesforce CRM application for startups as per business requirements.
* Created and customized several custom objects, page layouts, custom tabs and other components
* Maintained multiple user roles, security, profiles, permission sets, workflows, etc.
* Created an app to track visitors using Lightning App Builder.
* Created Apex Classes and Invoking methods for internal HR application. Also created SOQL queries to return the Data to Apex. Created trigger.
* Created sharing rules and account teams to track the login hours and IP ranges of employees.
* Using field-level security and permission sets created custom profiles to control the data usability by the users in an internal HR app.
* To retrieve contact list, created server-side apex controller class by creating an aura component.
* Created the Automation run to promote the product and used Apex trigger to test it.
* Created an app using Visualforce which retrieves contact list from Accounts and Opportunities.
* Created an event registration app, imported data using data import wizard to test the app, and add automation using process builder.
* Content Management for blogs and articles for new customers of Salesforce.

**Subject Matter Expert** – Amazon Hyderabad, India

Oct’13 – Jan’17

* Identify agent strengths and opportunities and report findings up to supervisors
* Respond to internal inquiries for coaching assistance via the subject matter expert queue, office communicator, and email
* Coach agents on how to navigate through systems to find information needed for calls
* As a Subject Matter Expert, I helped train new employees and assist other CSRs with problems they encountered while interacting with members over the phone; addressed escalated customer questions and concerns
* Monitored call center agent's calls to ensure that were following the guidelines they learned in training & receiving a score of 100% on their surveys taken by the customer about their experience with the company; managed Quality Assurance for an entire campaign
* Provided one on one coaching to CSRs in order to improve the agent's ability to do their job more effectively & improve the customer experience; helped achieve our goal of providing a perfect experience and a "One Call Resolution" to any of the customer's inquiries or complaints
* Awarded as Best SME multiple times

**Web Developer** – Freelancer Hyderabad, India

Aug’11 – May’13

* Provide visual identity, web design, graphic design, social media consulting, html emails, copy writing and editing services to small businesses
* Build, design, and manage websites using HTML and CSS, and JavaScript
* Created SEO strategies using Google Ad Words and Google Analytics
* Tracking website traffic trends using link tagging to quantify user entry point data
* Create logo designs and marketing info-graphics

**Web Developer –** Softech Labs Pvt. Ltd. Hyderabad, India

Aug’10 – Apr’11

* Performed website design and development for clients in diverse fields such as Manufacturing, Educational, Consulting and Web Development.
* Design and create optimized landing pages in HTML5 and CSS to support company' s marketing and promotional needs which includes cross-browser compatibility
* Prioritized and fixed site-related design problems and took the initiative to implement new features based on feedback from users.
* Worked closely with Senior Developer and learned advanced project management skills

**Customer Support Associate -** Amazon Hyderabad, India

 Oct’08 – Aug’10

* Resolved customer inquiries with prompt service
* Provided general information of products and services offered
* Trained and facilitated new associates
* Alert management or proper point of contact for help when problems arise.
* Awarded as best performer multiple times.

**Technical Skills:**

* Salesforce.com (Sales Cloud, Service Cloud and Community Cloud)
* Force.com
* HTML
* CSS
* JavaScript
* Docusign

**Personal Interests:**

* Browsing Internet for latest technologies and just reading about them to have a basic knowledge.
* Maintaining my personal blog on Salesforce and Trailhead and leveraging my communication skills.
* Teaching kids gives me some happiness and increases my patience level.

Hyderabad, India Naga Mallika Bannaravuri