

**Venkatesh Tallam (PMP,CSM,Prince2,ITIL4, 15X Salesforce Certified)**

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**OBJECTIVE:**

To build a respectable career in Information Technology working with a globally reputed organization in a challenging position, where innovative technologies can be employed to solve problems in a creative and effective manner with opportunities for growth.

**SUMMARY:**

Having 12+ years of experience in IT industry, which includes experience in managing the salesforce support team and as Sales force Developer Involved in Configuration, Customization and Deployment.

**Professional summary:**

- Having 10+ years of experience in Managing, Administration, Configuration, Customization, Development and Support experience on Salesforce.com and 2 years as a java programmer.
- Managed customer escalations, which ultimately resulted in favourable customer satisfaction ratings.
- Helped team members to Develop and implement communication strategies to ensure positive and productive relationships with the customers
- Handled team of 20+ Support Engineers since last 2 years.
- Resolved and provided guidance to engineers for escalated technical issues on how to handle escalations
- Participated in customer meetings for escalated issues to provide faster resolution
- Prepared and delivered technical presentations and demonstrations to the team to handle cases effectively
- Hosted regular meetings with Tier3 to follow up on escalated issues.
- Ensured team members resolved all client issues courteously and in a timely manner.
- Maintained a high percentage of customer service by monitoring technical calls and support for the new joiners
- Created reports and provided weekly statistics to the Engineers in efforts to increase efficiency
- Point of escalation for the new team members and reassigning the cases with proper updates when someone is going on leave.
- Constant improvements of processes used by the support team, that also involved other departments within the company i.e. QA
- Regular one on ones with the team members and providing the techniques on improving the work efficiency

## Employment History:

- Currently working as **Manager** at **Salesforce.com India Pvt Limited** from April 2017
- Worked as a Software Engineer at **HCL Technologies, Noida** from July 2014 to Mar 2017.
- Worked as Associate Software Engineer at **CA Technologies, Hyderabad** from August 2012 to April 2014

## Certifications:

- Prince2 Foundation Certified
- PMP Certified
- ITIL® 4 Foundation Certified
- Certified Scrum Master
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform developer 1
- Salesforce Certified Force.com Administrator
- Salesforce Certified Sales Cloud consultant
- Salesforce Certified Platform Developer II
- Salesforce Certified Einstein Analytics and Discovery Consultant
- Salesforce Certified Community Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sharing and Visibility Designer
- Salesforce Certified Data Architecture and Management Designer
- Salesforce Certified Application Architect
- Oracle Certified Professional Java SE Programmer (Java 6).

## Education:

- Graduated from Nagarjuna Institute of Technology & Sciences, JNTUH University.

## Technical Skills:

<b>Salesforce.com</b>	: Apex, Visual Force, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Web Services, Formulas, Validation Rules, App Exchange, Salesforce.com, Force.com IDE
<b>Web Technologies</b>	: Visual force
<b>IDE's</b>	: Eclipse, My-eclipse
<b>Databases</b>	: Oracle 11g
<b>Operating Systems</b>	: Windows 7

**Client: SALESFORCE**

**Role: Manager, Technical Support**

**Description:** Leading a team of Salesforce developer Support tier 2 focused on self-development and customer experience achieving KPIs such as CSAT, Quality Audit, Knowledge Base refresh, Productivity. My team describes my optimistic attitude, leadership, enthusiasm, and "growth mind-set" motto as inspirational!

- 15x Salesforce Certified and Double Ranger Status.
- Averaged four out of 4 from employees via monthly Feedback app on various topics on leadership/management evaluation factors.
- Managing escalations in several high-profile customers and received great feedback from the Account teams via recognitions badges.
- Developed strategic initiatives for recruiting, interviewing and hiring over 40 staff to rebuild effective support teams
- Sharing the monthly feedback with individual engineers and provide details where they are good and where they need to improve.
- Strong knowledge on the business process and imparting necessary training's to the team towards effective handling of the work.
- Achieved operational objectives by contributing information and recommendations to strategic plans and reviews; preparing and completing action plans; completing audits; identifying trends; determining system improvements; implementing change.
- Excellent people's person in motivating, delegating, persuading and taking the team along to achieve the objectives of the organization.

**Responsibilities:**

- ✓ Real Time Support to Newbies and helping them to get the required tools access
- ✓ Engaging in management escalation
- ✓ Focus Group / Bottom Performers monitoring
- ✓ Training Need Identification
- ✓ Initial Case assignment for new joiners to get them ramp up in the project to handle cases
- ✓ Aged cases review (>2 weeks) why they are taking more time

- ✓ Validate RCA on Escalations and LCSATs
- ✓ Identify training opportunities basis Aged Cases, Escalations and LSAT reviews
- ✓ Weekly case reviews for all engineers in the focus group
- ✓ Sev 1 duty allocation and checking if they are available next week
- ✓ Weekend on call allocation
- ✓ Providing data for sev-1 qbing
- ✓ check if the case is valid for GH0 moment or not
- ✓ Helping duty managers whenever needed.

## ***Project #2: DEVELOPER SUPPORT***

***HCL Technologies (SALESFORCE Client)***

***Role: Software Engineer***

**Description** : The developer support is responsible for guiding the customers with their ongoing use and success of the salesforce.com applications. Engineer's uses their product knowledge and understanding of the force.com platform to help customers achieve their business objectives. Daily activities include resolving custom development issues based on the priority level. Sharing knowledge with team members to enhance the quality and efficiency of customer support. Handling cases and resolving the issues of customers following the best quality process as quality is the key factor to achieve customer satisfaction and keeping the customers updated with the investigation.

- 1) Having Transparent Communication in Every Interaction
- 2) Setting Clear Expectations with the Customer. Keeping Commitments made for Updates, Scheduled Calls (Calls / Follow-ups)
- 3) Capturing Business Impact & Severity Captured / Validated
- 4) Escalation to T3 and / or R&D if needed.
- 5) Case Documentation both internal and external with proper details
- 6) Attaching Knowledge Base Article / Content / Video
- 7) Read the Case before Engaging the Customer on Any Interaction
- 8) Following CM101 rules during case handling

**Responsibilities:**

Handling cases and resolving the issues of customers following the best quality process as quality is the key factor to achieve customer satisfaction and keeping the customers updated with the investigation.

**Tools used** : Workbench, Developer Console, Force.com Explorer, Ant Migration Tool, Soap UI, Data Loader, Ajax debug shell, Command Line Data loader Various browser plugin like firebug, HTTP fox for client side debugging and Internal tools like Splunk and Delphi

**Project #3:**

**Client:** CA Technologies

**Role:** JAVA Developer

Patch Manager manages software Patches in heterogeneous environments and provides necessary process framework to address the patch management challenges face by an organization. It uses the capability of asset management and identifies which software patches are required and get filtered as per the software's installed in the system. Later patch manager gathers all the patches and makes them into a single package and validated by performing various testing. Later these packages are published in the central so that the clients can download and deployed in their organization for safety and security.

**Responsibilities:**

- ✓ Ability to automatically determine the list of applicable patches for a particular target machine and subsequently allow the patches during remediation.
- ✓ Ability to automatically download the patches from vendor sites using vendor credentials.
- ✓ Involved in reviewing the technical documentation.

**Environment:** JAVA, J2EE, Servlets, JSP's, Oracle 11g

**Declaration:**

I hereby declare that all the details furnished above are true to the best of my knowledge.

Date:

Signature:

Place: