**SRIKANTH H S**

**Correspondence address:**

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**CAREER OBJECTIVE**

Pursuit of a challenging role in the field of IT domain to contribute towards organizational success.

**PROFESSIONAL SYNOPSIS**

* 9+ years of Salesforce experience as an IT Professional, committed to maintain cutting edge technical and functional skills in Salesforce.com as Business Analyst.
* Leverages deep CRM Experience in application development, program management, business analysis and support management to lead all phases of software development life cycle, with major emphasis on Sales cloud, Marketing cloud, Service cloud.
* Have a good experience in Partner and customer communities
* **Salesforce certified Developer (Dev 401) ( Expired )**
* **Salesforce certified Administrator (ADM 201)**
* **Salesforce Certified Sales Cloud Consultant**
* **Salesforce Certified Service Cloud Consultant**
* Experienced in software development lifecycle - Requirement Analysis, Design, Development, Testing, Deployment and Production Support.
* Skillset includes expertise on both functionally & technical aspect of salesforce CRM
* Excellent trouble shooting, multitasking and problem solving skills.

**IT SKILLS**

**CRM Packages:** Salesforce.com

**Database Technologies:** PL/SQL (Oracle)

**Programming Languages:** Force.com Apex, Visual force, Java, SQL, C, HTML

**Operating System:** Windows 7/XP/2003/vista,

**NON IT SKILL**

* Excellent analytical and problem solving skills.
* Excellent communication skills.
* Self-motivated and good team player.
* Flexible and focussed.
* Good inter personal skills.

**PROFESSIONAL PROFILE**

* Working currently as a Technology Analyst for **a reputed MNC** since 05Oct 2009**.**
* Good leadership qualities while being a good team player.
* Excellent research and troubleshooting skills.
* Good Exposure to Configuration and customization.
* Good Exposure to programming.
* Excellent working knowledge in Salesforce.
* Got nominated for Golden Player - Young Turk

**Work Experience Summary**

**Company #1**

Company: Infosys Limited

Period: Oct-2009 – Jan 2016

Designation: Technology Analyst

**Company #2**

Company: TCS US

Period: Feb 2016 - Jan 2019

Designation: SFDC Lead / Senior Support Analyst

**Company #3**

Company: umlaut

Period: Apr 2019 – till date

Designation: Lead Engineer

**CAREER HIGHLIGHTS**

**Client - umlaut**

**Project - Global sales and Marketing enhancement**

**Duration – Apr 2019 to Till date**

**Role - SFDC Release Manager / SFDC Admin/Atlassian Admin**

**Software - Salesforce.com,Jira,Confluence**

**Location - Bengaluru**

**Project Description:**

* Umlaut is moving their legacy application from MS dynamics and ERP systems into salesforce.
* As part of it, we are moving the data from other systems into salesforce.
* The purpose of the application is that sales and marketing team to use the features of salesforce in order to increase their sales and marketing revenue at a higher speed.
* Umlaut has also started using Jira and confluence to manage their CR approval, project management , Software development projects at umlaut.

**Roles and Responsibilities**

* Involved in requirement gathering, preparation of design document, configuration activities, customization and data loading.
* Handled salesforce project release efficiently by co ordinating with multiple teams.
* Deployment of salesforce components from sandbox to production.
* Involved in design and solution development with the offshore team.
* Monitoring weekly status call with business and marketing teams.
* Configuration includes development workflows, validation rules, Reports and Dashboards, flows, process builder etc
* Implemented Jira and Confluence tools from scratch.
* Work as Jira Admin to make the configuration changes requested by various teams.

**Company: TCS US**

**Project - Landsend Business Outfitters (LEBO) Production Support system**

**Duration – Feb 2016 to Till date**

**Role - SFDC Admin/Release Manager**

**Software - Salesforce.com**

**Location - Dodgeville, Wisconsin, USA**

**Project Description:**

* Lands' End is an American clothing retailer based in Dodgeville, Wisconsin, that specializes in retail clothing. The majority of Lands' End business is conducted through mail order and internet chains as well as Corporate Sales ( B2B sales), which includes smaller as well as very big customers forms the major chunk of the Lands' End business. Apart from B2B, there are two more categories namely B2C and International. The global business of Lands' End business covers the countries like UK, Germany, France, Austria and Japan. Their Key Customers are SWA, Chase, Sodexo, ATT, USPS, UPS and Alaska airlines.
* The purpose of the application is for the Salesforce.com CRM implementation for Lands' End Business to enable the call center representatives and the business to sell smarter and faster.

**Roles and Responsibilities**

* Involved in requirement gathering, preparation of design document, configuration activities, customization and data loading.
* Handles deployment of salesforce components from sandbox to production.
* Single point of contact for sandbox setup , sandbox refresh.
* Coordinating the MOM between Business side and offshore side.
* Involved in design and solution development with the offshore team.
* Working on Jira to create the requirements and following up with the offshore.
* Working on tools like Service Now, Opswise,MoveITto manage the production instance .
* Monitoring weekly status call with business and marketing teams.
* Customization includes development workflows, validation rules, Reports and Dashboards.
* Handling issues of high priority and high complexity.
* Involved in bulk data loading using apex data loader.
* Monitoring nightly jobs scheduled which allows to and from of data between Mainframes and other external systems.
* Working on Talend tool which is a middleware that passes data between salesforce and mainframe.

**Company: Infosys Ltd**

**Project - Mobile Quote App and Web Quote App Development**

**Duration – Sep 2015 to Jan 2016**

**Role - SFDC Lead / SFDC Admin**

**Software - Salesforce.com**

**Location - Nashville, Tennesse, USA**

**Employer – Infosys Ltd**

**Project Description:**

* Technology is impacting the way in which our core business is being done. Sales teams, both Caterpillar and Cat Dealer are looking to speed up the deal, doing more and more business outside of the office.To do this, many dealers have started to purchase mobile devices for their salesforce. Other dealers have even gone to the level of creating new mobile sales and quoting tools for their sales teams. However, this is a decentralized approach that makes it very difficult to integrate data, and provide advanced functionality.
* Cat Financial Mobile Quote has significant opportunity to improve the overall sales experience. This project is to build the foundation for the tool, which will focus on a

- Payment calculator/quoting functionality.

- Campaign database to enter an administer national and dealer specific campaigns.

**Roles and Responsibilities**

* Involved in requirement gathering, preparation of design document, configuration activities, customization and data loading.
* Dashboard building for Sales and Marketing teams
* Configuration of work flows, validation rules, role hierarchy, profiles, page layout changes for

Sales and Marketing solutions in Salesforce.

* Involved in design and solution development with the offshore team.
* Monitoring weekly status call with business and marketing teams.
* Handling issues of high priority and high complexity.
* Involved in bulk data loading using apex data loader.
* Handled cross domain issue that raised across Mobile app and Web app
* The app supports Multilanguage

**Company: Infosys Ltd**

**Project - Production Support for One DuPont Instance**

**Duration – Feb 2014 to Aug 2015**

**Role - SFDC Lead /SFDC Admin**

**Software - Salesforce.com**

**Location - Wilmington, Delaware, USA**

**Employer – Infosys Ltd**

**Project Description:**

* The project essentially involves Production Support for the Sales and Marketing applications developed on Force.com platform for DuPont. The business objective of this project is to have a centralized COO Team (Centre of Operations) that will provide support to various Sales and Marketing functionalities used in DuPont. This also involves coordinating with DuPont Practice Head and DuPont Regional Leaders for the prioritization and Optimization of all projects under development, for Roll out and for Support.
* The Key area would be to update ourselves with the latest Applications being developed on Force.com Platform for DuPont in order to maintain, provide effective quality solutions on par with latest features in Salesforce and to suggest enhancements on the Project.
* Maintenance of the control book and participation in the Monthly Program Management meeting are also a crucial part of this Project

**Roles and Responsibilities**

* Being onsite co-ordinator, I was managing a team of 12 people at offshore.
* **Primary point of contact for all kinds of Deployments.**
* Involved in direct face to face meeting with client for requirement gathering, preparation of design document, configuration activities, customization and data loading.
* Handling sales cloud applications completely including campaign management, Lead conversion , report generation etc
* Involved in bulk data loading using apex data loader during Data Migration.
* Looking technical feasibility of the solution along with functional team members.
* Training and mentoring other team members and also taking care of peer code reviews.
* Provided training as well as mentored new team members. The extent of training extended from DuPont functionalities to in depth knowledge of SFDC.

**Company: Infosys Ltd**

**Project - M&S Support for SFDC**

**Duration – May 2010 to Feb 2014**

**Role - SFDC Admin**

**Software - Salesforce.com**

**Location - Bangalore, India**

**Employer – Infosys Ltd**

**Project Description:**

* One DuPont Instance is used by the sales and marketing team at DuPont. The areas of usage in this application include sales and marketing modules. The application is being used for creating and managing lead and opportunities and hence create more customer accounts, in effect, creating more business for DuPont. The support team is responsible in resolving all the issues raised by dupont.
* The project essentially involves Production Support for the Sales and Marketing applications developed on Force.com platform for DuPont. The business objective of this project is to have a centralized COO Team (Centre of Operations) that will provide support to various Sales and Marketing functionalities used in DuPont. This also involves coordinating with DuPont Practice Head and DuPont Regional Leaders for the prioritization and Optimization of all projects under development, for Roll out and for Support.
* The Key area would be to update ourselves with the latest Applications being developed on Force.com Platform for DuPont in order to maintain, provide effective quality solutions on par with latest features in Salesforce and to suggest enhancements on the Project.
* Maintenance of the control book and participation in the Monthly Program Management meeting are also a crucial part of this Project.
* Dupont is using almost all areas of Salesforce in terms of Configuration and customizations and we are supporting both.
* This project involves the production support for a user base of 15000.
* The solution has been implemented globally across all regions.

**Roles and Responsibilities**

* Involved in requirement gathering, preparation of design document, configuration activities, customization and data loading.
* Customization includes development of visual force pages, apex controller, triggers, force.com Sites, visual force email templates, custom components, workflows, validation rules, Reports and Dashboards.
* Handling issues of high priority and high complexity.
* Involved in bulk data loading using apex data loader.
* Looking technical feasibility of the solution along with functional team members.
* Training and mentoring other team members and also taking care of peer code reviews.
* Shared my knowledge in KShop and published BOK’s they are a) Loading Multi Lingual Data Using Salesforce Excel Connector and b) Article Management in Salesforce.com c) Dashboard filters in salesforce.com
* Took training sessions for DuPont clients (DuPont AP Region) to make them aware about Salesforce CRM and impasse them knowledge on how to use it efficiently.
* Provided training as well as mentored new team members. The extent of training extended from DuPont functionalities to in depth knowledge of SFDC.
* Took sessions on System log and Debug log (both old and new versions) for entire DuPont COE and COO team.
* Handling weekly status meeting with the clients of all regions.

**ACADEMIC CREDENTIALS**

* **B.E.** in **Electronics and Communications** with **78%** aggregate

Dr Ambedkar Institute of Technology, Bangalore  
Visveswaraya Technological University, Belgaum, (2009)

* **Senior Secondary Examination** (Class XII), with **89%** aggregate

Vijaynagar College, Hospet

Pre University Board, Bangalore, (2005)

* **Secondary School Examination** (Class X), with **80%** aggregate

K.W.T School, Raichur  
KSEEB, Bangalore, (2003)

**PERSONAL INFORMATION**

Name : Srikanth HS

Date of Birth : 18thFeb 1987

Gender : Male

Languages : English

**Declaration:**

I hereby agree for my personal data, included in my job application, to be processed in line with the needs of recruitment, in accordance with the Law on Personal Data Protection of 29th August 1997 (Law Gazette from 2002, No.101, heading 926, as amended).

Place:

Date: (SRIKANTH H S)