**Kakani Raghavendar Rao  kakaniraghavendar@gmail.com**

**+91 9160678801**

* An IT professional with 3.4 years of experience as salesforce administrator with the overall experience of 5 years in the IT industry.
* Expertise in **Salesforce configuration and administration.**
* Certified **salesforce administrator, salesforce platform app builder.**
* Good Functional knowledge and hands on experience in **Salesforce Sales and Service Cloud.**
* Proficiency in Salesforce Administrative user tasks like creating Profiles, Role hierarchy, Users, Permission sets, sharing Rules, OWD, Field level security.
* Good knowledge and experience on creation of custom objects, custom fields, formula fields, page layouts, record types, public groups ,queues.
* Good Knowledge and experience on Workflows, approval process, process Builder, Validation rules.
* Worked on the Reports, Dashboards, Custom Report types, Email Templates to meet the user requirements.
* Good knowledge on the salesforce standard objects and modified them as per requirements.
* Good knowledge on the Lightning app build, Einstein Reporting, Configuration of Einstein apps.
* Worked on the data management activities using Data loader, Data import wizard, workbench.
* Worked on the Pre and post Deployment Activities.
* Good functional knowledge on standard Sales process and service process.
* Configured Data Loader and uploaded data into Salesforce, checking for the correctness for the data and involved in data migration using data loader.

**Educational Qualifications**

* B.E in Electrical Engineering from Vasavi College of engineering(O.U) with 75%-2015.

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| **Organization** | **Tenure** | **Designation** |
| Tata consultancy services | 1.4 Years(March2019-present) | Systems Engineer |
| Accenture | 3.8 years(July2015-March 2019) | Application Development Analyst |

**Project 1:**

**Neustar Inc**

**(Tata consultancy Services-March 2019-present)**

* **Role:** Salesforce Administrator
* **Team Size:** 20

**Main Functionalities:**

* Neustar, Inc. is technology company that provides real-time information and analytics for the Internet, risk, digital performance and defense, telecommunications, entertainment, and [marketing](https://en.wikipedia.org/wiki/Marketing) industries, and also provides clearinghouse and directory services to the global communications and Internet industries.
* We are mainly focused on the sales process of neustar and service channels of the neustar customers.

**Responsibilities**:

* Setting up users in production as per the Requests, Assigning appropriate profiles, permission sets, roles, Public groups.
* Have setup and supported 400plus users in the production.
* Provide training for new users and updates for others per new releases/capabilities
* Created sharing rules, Page layouts, workflows, reports, dashboards for the users.
* Understanding of business use case in terms of Salesforce standard features.
* Data migration activities during the Pre\_golive activities.
* Involved in the deployment activities (Pre-and Post).
* Worked on lead Assignment and case assignment Rules, queue.
* Worked on email Templates as part of the workflows, approval process.
* Worked on the Custom Report Types.

 **Project 2:**

 **AmerisourceBergen Corporation**

 **(Accenture Solutions pvt Ltd 2017-2019March)**

* **Role:** System administrator
* **Team Size:** 12.

**Main Functionalities:**

AmerisourceBergen Corporation is an American [drug wholesale](https://en.wikipedia.org/wiki/Wholesale) company that was formed by the merger of Bergen Brunswig and AmeriSource in 2001.They provide drug distribution and related services designed to reduce costs and improve patient outcomes.

**Responsibilities:**

* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Administrator for 200 users in the org.
* Documented the user training manuals, Knowledge sharing documents as requested by the business.
* Managed the licenses in the org as per the requirements.
* Worked closely with salesforce support .
* Good knowledge on account merges as per the user requirement.
* Worked on the standard salesforce objects like accounts, cases, opportunities, reports, dashboards, Etc.
* Creation of Users, Roles and Profiles and defined Organization wide defaults.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Email Alerts, Auto-Response Rules, Page layouts, to suit to the needs of the application.
* Delivered User Stories with Minimal defect count.
* Done data migrations using Apex Data loader,workbench.

 **Project 3:**

 **Arteraa wines Canada**

**(Accenture solutions Pvt ltd 2015-march2017)**

* **Role:** Qsoft security analyst.
* **Team Size:** 08

**Main Functionalities:**

Arterra Wines Canada operates eight wineries and over 1,700 acres of premium vineyards in Canada's wine regions. It owns and operates 164 Wine Rack retail wine stores in Ontario and sells wine kits and products for winemaking through its RJS Craft Winemaking brand.

**Responsibilities:**

* Developed Security Components, roles and Built the package as per requirements.
* Performed Unit Tests, SIT,UAT testing .
* Attending Technical review sessions and co-ordination with Onshore.
* Configured the users with roles and assigned the security components.
* Worked with Stake holders and developers in developing the appropriate security components as per the application.
* Supported the users and Stake holders during the UAT and post go live period.

Achievements

* Star of the Month Award in Accenture for supporting the users as salesforce Admin.
* Received good feedback from the clients for the 360 degree customer satisfaction.