



# Syam Kumar Reddy

Salesforce Business Analyst/ Administrator



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## Professional summary

Salesforce Administrator/Business Analyst with BSc Graduation in computer science, bringing over 6 years of overall experience and 4+ years into software engineering and application development that includes Design, implementation, configurations, administration and support, business analysis in salesforce.com CRM platform. Developing business systems and processes within the Manufacturing, computer applications, healthcare industries. Now seeking to work as a salesforce Business Analyst/administrator and ready to work closely with both technical teams and customers to identify most efficient and beneficial solutions for process improvement.



## Certifications

<b>2018-01</b>	Salesforce Administrator
<b>2019-05</b>	Salesforce sales cloud consultant
<b>2020-02</b>	Salesforce service cloud consultant
<b>2020-06</b>	COPADO certified Administrator



## Work History

**Aug-2019**  
**- Current**

### Salesforce Administrator/Business analyst

*CGI Inc., Bangalore, India*

#### **Project: Michelin Engage**

Most visible part of the Michelin ENGAGE Program is implementation salesforce.com for internal users and portals for dealers, fleet users by using Salesforce.com communities.

#### **Responsibilities:**

- Engage and work closely with business stakeholders to understand business requirements and convert these requirements into user stories and work on build readiness of user stories
- Work closely with Technical Architects on story grooming and collaborate with cross stream TA's to identify dependencies and risk mitigation
- Provide remote training through creating training material and training sessions for internal teams
- Create profile and permissions documentation, governance framework, data mapping
- Configuration of Salesforce.com for Enterprise-Wide implementation
- Configure lightning applications for internal users using lightning app builder, created custom lightning layouts to match Wireframes finalized and configured portals for our Dealers, Fleets with Salesforce communities
- Automate business process by using declarative tools (Workflow, Process builder) of Salesforce.com
- Configure and maintain custom metadata, labels, translation workbench, connected apps and SSO for vendor Sites

- Work with release management teams on deployments using changesets, GitHub, Gearset tools

**Aug-2018 -  
Aug-2019**

### **Salesforce Administrator**

*HCL Technologies, Bangalore, India*

#### **Project: VMware BTA**

Salesforce.com service cloud is the core element used in VMware for customers to obtain support and information on various aspects of VMware and its Products with GSS shared services.

#### **Responsibilities:**

- Provide front line support of Salesforce users daily operations, configuration changes, reporting, troubleshooting, address development issues and work collaboratively with development teams
- Responses to defects/enhancements requests per SLA standard & escalates to PO when needed
- Provide support for the day to day management of Salesforce.com
- Spend 60% of the time resolving end user issues and assisting with training
- Self-directed learning, Problem solving and researching system issues
- Configured case management process, SLA's in Salesforce.com by using entitlements and milestone functionalities
- Customize and implement profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts, validation rules, approvals, reports, dashboards etc...

**Mar-2014 -  
2018-05**

### **Salesforce Administrator**

*Infosys Technologies, Bangalore, India*

#### **Project: Daimler AG.**

Daimler is decided to globally roll out professional CRM solutions in order to improve customer data management. As part of this initiative we implemented and build an application for Selling products, Rental services, Leasing, insurance etc... in salesforce.com platform by using sales cloud, service cloud, community cloud functionalities.

#### **Responsibilities:**

- Handle all basic administrative functions including user Management, reports and dashboards, workflows and other routine tasks
- Work on data modelling custom object creation, formula fields, Validation rules, duplicate management, assignment rules, auto response rules, escalation rules
- Setup sharing security model, territory management and manage sales territories
- Work on data migration using data loader/Workbench for loading data into salesforce instances
- Involve in sandbox refreshment, pre and post deployment activities
- Assist in performing and executing functional testing, develop use cases and test scripts
- Perform unit testing, performance testing of new application functionality, Analyse and mitigate issues identified during testing
- Assist in training of new admins, and grow the Salesforce.com skill set across the organization



## **Education**

**Mar-2010 –  
May-2013**

### **Bachelor of science: Information and computer sciences**

Sri Venkateshwara University - Tirupati

**May-2007 –  
Mar-2010**

### **Intermediate education: Mathematics and Computer Science**

Sri Ranganatha Junior College – Madanapalle



## Software

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- **Operating systems:** Windows and MacOS
- **Office suites:** MS Office suite
- **Deployment tools:** GitHub (Source code management), Gearset (DevOps), COPADO(DevOps)
- **Other tools:** Jira, Salesforce Agile accelerator (Agile development tools)



## Skills

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- Ability to assess the impact of new requirements on Salesforce.com and all upstream and downstream applications, systems and processes
- Strong understanding of Salesforce.com best practices and functionality
- Detail-focussed, accountable and willing to take on the challenge of supporting great tolls used by High powered and fast-paced teams
- Good organisational skills and a stick attention to detail and proven ability to follow through
- Strong analytical skills, a positive attitude, able to plan, prioritise and meet deadlines
- Highly communicative and excellent business insight and a willingness to propose changes
- Good knowledge over salesforce CPQ, CLM process



## Languages

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Language	Understanding	Speaking	Writing
<b>Telugu</b>	C2 (Native)	C2 (Native)	C2 (Native)
<b>English</b>	C1(Proficient user)	C1(Proficient user)	C1(Proficient user)
<b>German</b>	A1 (Basic user)	A1 (Basic user)	A1 (Basic user)