Graphical user interface, text, application

Description automatically generated **RAKESH SUNKARI**

**SUMMARY**

* Organized and goal oriented around 5 years of Experience in Salesforce Administration and Data Analytics, maintaining technical skills and up to date knowledge in Salesforce.com, Customization and Development.
* Experienced in Validation Rules, Formulas, Workflows, Approval Process, Email Templates, Process builder, Visual flows, Reports, Dashboards and Salesforce data security.
* Having experience in implementing Security/Sharing Rules, Configured Permission Sets, Field Level Security, Record Level Security, Profiles, Roles & resource monitoring at different hierarchical level of organization.
* Having experience in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Used different data tools – Apex Data Loader, Excel Connector, Enabler4excel, Jitter bit, Import Wizard, SFDC Data Export, Mass Delete etc.
* Implemented CPQ solution using Apttus Configure Price Quote (CPQ) & Contract Life Cycle Management (CLM) for various customers.
* Experienced on Component based framework to build various Lighting Framework Components.
* Worked on Implementing Salesforce Lightning like Summary or Detail Components.
* Having good knowledge of CRM Processes like Sales, Marketing, Customer Service, Customer Support, Business Processes & other services to improve the process using salesforce.
* Working Experience in Integrating Salesforce CRM with Tableau Desktop Server. Created different varieties of Sales Dashboards.
* A good overall understanding of SFDC Requirement gathering, Analysis, Designing, Development & Testing.
* Professional & pleasant work ethic, self-motivated & eager to lead others
* Quick learner & very team oriented. Team player with excellent communication skills in listening, talking & writing, developed through various consulting projects.

**TECHNICAL SKILLS**

* **Salesforce Technologies:** Apex Language, Classes, Triggers, SOQL, SOSL, Visualforce, Custom Objects, Dashboards, Reports, snapshots, Apex Data Loader, Validation Rules, Dashboards, Reports, Workflows and Approvals.
* **Programming Languages:** Apex, Python, R, SAS, SQL
* **Packages:** MS Office, Advanced Excel (Pivot Tables, VLOOKUPS)
* **Reporting Tools:** Tableau, SAS BI, Microsoft BI, Minitab
* **Databases:** MySQL, PostgreSQL

**PROFESSIONAL EXPERIENCE**

**Facebook – Menlo Park, CA June 2019 – Present**

**Role: Salesforce Business Analyst**

**Responsibilities**:

* Developed Entity-Relationship data modeling using both standard and custom objects as per the needs of the application.
* Designed, Implemented and developed the Custom Objects, Page Layouts, Custom Tabs, and Components to suit to the needs of the application.
* Working on Salesforce.com based development enhancements and implemented Lightning applications from the scratch.
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Created custom objects, related reports and dashboards to hide data access from other profiles across the organization.
* Configured product and pricing setup using CPQ/Product consoles which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Worked on Custom objects, Validation rules on the objects, Page layouts, Custom tabs, Roles, Profiles, Public Groups, Permission Sets, Custom Settings and Labels to suit to the needs of the application.
* Created rich dashboards with actionable insights using Tableau, Power BI and prepared user stories.
* Analyzed and extracted data by building and maintaining SQL scripts, indexes, and complex queries
* Understood functional requirements, involved in technical meetings and gave inputs where and when necessary.
* Created email templates and automated email process to send mails to new and existing customers.
* Created various Reports, Dashboards and Report Folders for different user profiles based on the need in the organization.

**Environment**:

Saleforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages &amp; Apex Controllers, Salesforce.com, Data Loader, SOQL, SOSL, Email Services, Security Controls, HTML, Tableau

**NVIDIA– Santa Clara, CA Nov 2017 – May 2019**

**Role: Salesforce Administrator**

**Responsibilities:**

* Operated data quality control and evaluation to support global sales teams in leading regions.
* Identified project success and determined follow-up tasks by auditing work of 30+ members
* Strategized distribution of 2018 sales territory by analyzing 80k+ enterprise and commercial accounts.
* Actively involved with Business analysts, other developers, involved in enhancement of business modules using Standard and Custom Objects, formula logic, APEX classes, Triggers, Test Methods and writing SOQL queries.
* Created validations, assignment rules, workflow rules and approval processes as per the requirements.
* Conducted technical design reviews and demos to the customer (IT and business)
* Created user manuals for new applications and train users till total adoption
* Collaborated with executives and managers to ensure Direct Connect get the most out of salesforce and improve business processes
* Worked on new acquisitions data: Data mapping and integration into our database
* Analyzing data and updating system to assist Global strategy team.

**Environment**: Saleforce.com platform, APEX Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SQL

**Salesforce.com– San Francisco, CA Sep 2015 – Oct 2017**

**Role: Salesforce Data Analyst**

**Responsibilities:**

* Performed out Of the Box configurations customization activities Page/Search/Compact Layouts, Record Types, Dependent Picklists, Formula, Roll-up summary fields, Validation rules, Workflows and Approval process.
* Worked on creating Users, Profiles, setting up organization role hierarchy and public groups.
* Developed various Custom Reports, Report Types, Dashboards and Analytic snapshot for different line of business on Standard and Custom objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Skilled on Case Management, captured cases from the company's website and customer emails.
* Developed and deployed workflows and approval processes for opportunities and products / assets management
* Designed and developed Apex classes, controller classes, controller extensions, Visualforce pages and Apex triggers.
* Worked on Email Services and Single Email and Mass Email to send email to different portal users.
* Created unit test cases to test Apex classes and triggers.
* Used Data Loader for insert, update, and bulk import or export of data from SalesForce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

**EDUCATION**

* Masters in Statistics from California State University, Hayward-CA
* Bachelors in IT from National Institute of Technology, India