Saikiran Pattipati

Certified Salesforce Administrator

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Professional Summary

- Having 6.6 Years of Work Experience with 5.4 years as Salesforce Administrator & 1.2 years as an Associate Analyst (Mortgage) in different domains like Health Care, Retail & Finance.
- Around 5.4 years of experience in **Salesforce.com CRM Platform** experience in **Salesforce Administration and Customizations.**
- Hands-on working experience in **Role Hierarchy, Custom Profiles, Permission Sets, Process Automation, User Management, Territory Management, Case Management** and Reports & Dashboards.
- Extensive experience in analyzing organization processes, **converting business workflows into exact Salesforce.com workflows/processes/flows** to eliminate manual interventions in business processes.
- Hands-on Experience in creating **Custom Objects, Custom Fields, Page layouts, Custom Tabs, Reports & Dashboards** and various other components as per the client and application requirements.
- Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, ProductsandPrice books, Cases, Leads, Campaigns, Forecasting, and Reports &Dashboards.
- Coordinated and transferred knowledge to the offshore team.
- Experiencing in designing custom page layouts & Lightning Pages.
- Experience working in both Lightning & Classic environments.
- Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
- Excellent Leadership and Interpersonal skills, Team player with the ability to work effectively with all levels of the organization and individually as well.
- Have worked with Sales Cloud & Service Cloud.

Work experience

Salesforce Administrator
2019-07 - 2022-03

Accenture (LSHC client involved in Cancer Research in US)

- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
- Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
- Developed and Customizing salesforce.com application based on the user needs.
- Create fields & customize page layout for the standard objects like Account, contact, Leads.
- Performed Data Analysis and migrated data from SQL Server database to sales force.
- Involved in Accounts Merging, maintaining Public Groups.
- Created Reports and Dashboards as per the customer requirements.
- Worked on Record Types, Validation Rules, Triggers and Page Layouts.
- Imported accounts and contacts data through Import Wizard.
- Worked on data migration from databases to SFDC using Data Loader.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
- Created new custom objects, assigned fields, custom tabs, components, custom reports.

Certifications

* Certified Salesforce Administrator.

Skills

Salesforce Administration

Overall SFDC Administration activities like User Management, Data Management, Account/ Opportunities related ISR's, Security Management Activities like - Profiles, Permission Sets management etc

SFDC : Data Management

Importing & Exporting SFDC data using Data Import Wizard & Data Loader based on Users requests.

SFDC : User Management

Adding /Deactivating New Users, Managing & Handling Access issues for Users.

SFDC: Sales Operations

Working on Internal Service requests raised by Sales team members. In general - Accounts /Opportunities / Reports /dashboards related.

SFDC Security

Creating , Configure & Maintain Security aspects related to Salesforce. Like Profile, Permission Sets, Defining IP Ranges etc.

SFDC : Reports & dashboards

Creating the Reports & Dashboards based on the Business Requests.

SFDC : Territory Management

- Created custom Reports based on business need and associated them to Dashboard.
- Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

Salesforce Administrator   2016-09 - 2019-07

Accenture(Largest US Pharma Company)

- Creating & Managing Users based on the requests from Business Teams.
- Defined Org Wide Defaults to restrict user access.
- Setup Profiles & Permission sets to give optimum access to Users.
- Creating Objects, fields and Validation Rules inside Salesforce and Mapping them to existing functionalities and Objects.
- Creating Workflow rules, Processes and Flows to automate the business processes.
- Implementing a complete Salesforce CRM application based on business requirements.
- Customizing record types, fields, tabs, column fields, forms and setup configuration.
- Creating and managing Users, Roles, Profiles, permissions, mass updates and renaming records.
- Generating Reports & Dashboards requests from Business Users.
- Managing Sandboxes & Deployments.
- Implementing a complete Salesforce CRM application based on business requirements.
- Customizing record types, fields, tabs, column fields, item options, forms and setup configuration.
- Install & Test High priority updates from Salesforce.
- Refreshing the Dev, Test & other sandboxes.
- Created Case Escalation rules to escalate cases automatically if Cases are not resolved within certain period of time.
- Worked with Data Loader & Data Import Wizard to meet the data needs of the Business users (Importing Leads & Contacts).

Associate Analyst   2013-01 - 2014-03

XL Dynamics, Hyderabad, IN

- Review initial loan approval and work to gather appropriate documentation
- Collect all required documentation for the loan package.
- Approve the loan based on the documents & eligibility criteria.
- Ensure that approval falls within the established lending guidelines
- Used Salesforce as a End User.

Creating & Managing Territories.

SFDC: Business/Process Automation

Creating Flows, Processes & Workflows to automate business processes.

Education

Master of Business Administration   2010 08 - 2012 04

Pondicherry University

Languages

- English
- Telugu
- Hindi