 

**A.Ramesh**

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**INTRODUCTION:**

**Graduate in Electronics & Communication Engineering having 3.8 Years of Experience** in **(Salesforce CRM)**. Currently associated with **Infosys**, Mysore (India).

**Skills:**

* **Tools**: Salesforce, CPQ.
* **Database**: SOQL and SOSL
* **Salesforce Configuration**: Custom Objects & Apps Creation, Layouts, Workflows, Validation rules, Custom Settings, Users, Profiles, Roles, Reports, Approval Process.
* **Software Proficiency**: Microsoft Office, Microsoft Outlook
* **Operating System**: Windows 10/8/7/Vista/XP
* **Languages:** Apex, Visual Force.

**Work History:**

**Salesforce Associate Consultant, 09/2018 to Present**

**Infosys Limited- Mysore**

**Responsibilities:**

* **Design, developed and implemented a VF page** - incorporated existing beverage calculator functionality into a custom Salesforce page to enable both salesforce users to use the calculation functionality and download and email the page as PDF.
* ANZ salesforce support of existing Field Sales Application for **Kraft Heinz**.
* **CPQ Operational Support** for sales user of **Kraft Heinz** NA Region.
* Set of Admin Activities which includes-

New user setup, creation of profile (allocating to correct team, role, and profile), Object maintenance – updating/fixing/creating fields, validation rules, page layouts, etc. as needed to support the business, maintaining Workflows and Process Builders as needed (e.g. Chatter post process, auto-email alerts, field triggers, etc.)

**Senior Salesforce Support Executive, 09/2017 to 09/2018**

**Global Data Research Centre – Hyderabad**

I was a part of Team which manages 2 Salesforce organisation's with over 1000 active users and a database of over 2 million products, 1 million accounts & 2.5 million contacts.

Working on multiple global projects with key stake holders & reporting into the Chief of Data. Also, creating and implementing new processes to fit the business' needs & improve the customer’s journey.

**Responsibilities:**

* Improve data quality & integrity, manage the day to day administration.
* 1st line support for technical issues (**triggers/Validation/general user issues**), de-duplicating all objects, creating all users, Create all ad-hoc reports, pipeline/opportunity allocations.
* Creating all products for multiple price books, currencies & legal entities.

**Salesforce Administrator, 05/2016 to 06/2017**

**McAfee software India Pvt Ltd – Bangalore**

McAfee has involved leader in providing solutions to help customers assure the security, availability and integrity of their information. McAfee build a salesforce CRM to complete sales organisation. McAfee rolled out 2900 users and partnered with internal teams and provided hands- on expertise on application as well as valuable best practises.

**Responsibilities:**

* Performed the roles of salesforce.com Administrator/developer in the organisation.

Worked on various salesforce.com standard objects like Accounts, Contacts, Lead, Opportunities, Campaigns, and Campaign Members.

* General help tasks – troubleshooting log-in errors, slow performance, resetting passwords
* creating and assigning Profiles, Object level Security, Field level security, Roles, and Public Groups for the users.
* Data Cleansing for various standard objects and custom objects to have better and clean data in the company.
* Use of Data Loader/Workbench for insert, update, upsert, delete and bulk import or export of data from Salesforce.com SObjects.

**Educational Qualification:**

* 2014 B.Tech (Electronics & Communication) from Abacus Institute of

Engineering and Management, Hooghly, West Bengal, 70.75%.

* 2009 Higher Secondary from Kendriya Vidyalaya no -2, Kalaikunda,

West Bengal, 60.4%.

* 2007 Secondary from Christopher Day School, Kharagpur,

West Bengal, 65.54%

**Personal Details:**

* Date of Birth : 30th August 1990.
* Fathers Name : late A. Kameshwar Rao
* Current Address : #936, 8th cross, Mayura circle ,Mysuru, Karnataka
* Permanent Address : Grihpravesh, Flat no-N1 71/9,Ward no- 11, KGP

West Bengal, 721304.

* Languages known : English, Hindi, Telugu, Bangla.

**Declaration:**

I hereby declare that the above written particulars are true to the best of my knowledge.

**A Ramesh**