



Venkat Madhav Reddy Narra

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EXPERIENCE SUMMARY:

- A skilled professional having around 3.7 years of experience in providing CRM data consulting and configuration with exposure in implementation of CRM functionalities using Salesforce.com.
- Good knowledge in SFDC Administrative Tasks like Creating Roles, Profiles, Page layouts, Email Services, Approval Process, Workflows, Reports & Dashboards.
- Worked on Change Set Deployments, Apex classes, Triggers, Apex batch programming and Scheduling jobs.
- Have very good expertise in Designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Process Builder, Flows, Approval Process for Automated Alerts, Field Updates and Email Generation.
- Experience on SOSL and SOQL.
- Experience on Integration.
- **Experience on Sales Cloud and Service Cloud.**
- Have worked on tools like Apex Data Loader, Workbench for Salesforce.
- Experience in working on project methodologies like Agile.
- Ability to perform at a high level, meet deadlines and adaptable to ever changing priorities.
- Seeking a challenging position where I can develop my skills and continue to advance in my career.
- Currently working as a Senior Software Engineer and Salesforce Developer at Marlabs from July 2023. Previous experience was working as an Salesforce Developer with a Role of Administrator and also supported Developer work at Enroc IT Solutions from January 2020 to November 2021.

CERTIFICATION:

- Salesforce Platform Developer 1

QUALIFICATION:

Level	College/University
B. Tech (Electronics and Communications Engineering)	Amrita University
Intermediate (MPC)	Sri Chaitanya Junior College
Higher School	Sri Chaitanya School

PROJECT EXPERIENCE:

Company	Marlabs
Client	Karur Vysa Bank
Role	Senior Software Engineer and Salesforce Developer
Duration	July 2023 to till date
Description	<p>The scope of this project is to support Karur Vysa Bank and co lending tie ups with the finance companies where we worked with 100 Global key users during application development.</p> <p>KVB representatives create their requirements in document format and we will deliver the requirements in 3 weeks of the Sprint period.</p> <p>We suggest and implement Continuous improvements from our side so that overall business operation becomes customer friendly and runs smoothly.</p>
Roles & Responsibilities	<ul style="list-style-type: none">✓ Involved in client calls for requirements gathering and applying all possible salesforce Out of the box functionalities like Process builders, lightning components, apex classes and Triggers to fulfill client requirements.✓ Worked on Lightning Flows.✓ Involved in developing the use cases end to end.✓ Worked on integration between KVB and colending finance companies.✓ Involved in Migration and refreshing the sandbox✓ Worked on testing the requirements which were developed by other developers.✓ Used to deploy the requirements through change sets in salesforce.✓ Worked on Production issues as an urgent requirement and used to resolve them as early as possible.✓ Worked on validation rules to prevent users from entering wrong data.✓ Proficiency in using Apex Data Loader, Workbench to perform Operations on mass volume of records
Project Location	Chennai, India

Company	Kyra Technologies
Client	Creative Solutions
Role	Salesforce Administrator and Developer
Duration	Nov 2021 to April 2023
Description	<p>The scope of this project is to support creative solutions and maintenance where we worked with 200 Global key users during application development.</p> <p>Creative solutions users create their requirements as user stories in Jira and we will deliver the requirements in 3 weeks of the Sprint period.</p> <p>We suggest and implement Continuous improvements from our side so that</p>

	overall business operation becomes customer friendly and runs smoothly.
Roles & Responsibilities	<ul style="list-style-type: none"> ✓ Involved in client calls for requirements gathering and applying all possible salesforce Out of the box functionalities like Process builders, Email alerts, Email Services and writing lightning components, apex classes and Triggers to fulfill client requirements. ✓ Worked on Lightning Flows. ✓ Involved in developing the use cases end to end. ✓ Worked on sales and service cloud. ✓ Worked on testing the requirements which were developed by other developers. ✓ Used to deploy the tasks through change sets in salesforce. ✓ Worked on support issues as an urgent requirement and used to resolve them as early as possible. ✓ Worked on validation rules to prevent users from entering wrong data. ✓ Proficiency in using Apex Data Loader, Workbench to perform Operations on mass volume of records
Project Location	Punjab, India

Company	Enroc IT Solutions Pvt Ltd
Client	Sanofi
Role	Salesforce Administrator and Developer
Duration	Jan 2020 to Nov 2021
Description	Sanofi S.A is a French multinational pharmaceutical corporation headquartered in Paris, France, as of 2013 the world's fifth-largest by prescription sales. We will gather requirements from clients and create a jira ticket based on requirements and will deliver the Sprint on time.
Roles & Responsibilities	<ul style="list-style-type: none"> ✓ Good Experience of working in Agile methodology. ✓ Supported development work. ✓ Experience in sales cloud. ✓ Have good experience in Client Interactions and Presentation Skills. ✓ Good knowledge of Providing Security controllers to users by using Profiles, Permission sets and OWD Settings. ✓ Worked on Lightning Flows and Other admin related work.
Project Location	Hyderabad, India