**RAJU MAMIDI**

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**OBJECTIVE :**

* To associate with an organization which progresses dynamically and gives me chance to update my knowledge and enhance my skills in the state of technologies and be a part of team that excel in the work towards the growth of the organization.

**PROFESSIONAL SUMMARY :**

* Application Support Analyst with over 4 years of experience in providing Level 1 and Level 2 support for the multiple applications.
* Having 2+ years of experience as Salesforce Administrator.
* Having knowledge on Incident Management, Change Management & Service Request Management.
* Excellent problem solving and critical analysis skills.
* Good Knowledge on support process.
* Trained new resources in providing proactive support to customers.
* Quick learner and flexible to adapt challenging environment.
* Worked under pressure conditions, handled support activities and production issues single-handedly related to the applications.
* Experience in trouble-shooting project issues and provided in-depth analysis to resolve production and application issues.
* Provided Level 1 Support for more than 10 applications of Liberty Mutual at a time.
* Provided feedback and developed production support standards and policies.
* Direct interaction with client, end users & different teams in project.

**WORK EXPERIENCE :**

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| --- | --- |
| **Name of the Organization** | SS&C Intralinks |
| **Job Title** | Application Support Analyst |
| **Duration** | June 2019 to Present |
| **Location** | Hyderabad |

**Skills :** Salesforce, Workday

**Project Details :**

**Client :** Intralinks

**Team Size :** 10

**Responsibilities :**

* Provided production user support for the Salesforce CRM system.
* Maintained the Salesforce platform by monitoring support tickets, user issues.
* Created a process for managing support cases.
* Managed Salesforce user licenses and de-activate leavers.
* Worked on move Opportunity to win cases.
* Created Queues, Public Groups and Email Templates.
* Worked with Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Established relationships between various objects using Master Detail relationship, Look up relationships and created the Junction objects.
* Performed SFDC Administrative tasks like creating Profiles, Roles, Users, Record types, Page Layouts, Email Services, Approvals, Workflows, Escalation rules, Reports & Dashboards.
* Implemented Web to Lead, Web to Case functionality.
* Involved in Data migration, Data Imports using Data loader.
* Created and customized Page layouts for standard and custom objects.
* Created the Validation Rules, Workflows for automated lead routing, and email alerts.
* Worked on Lead, Case assignment rules and Case escalation, Auto Response rules.
* Provided support for Workday, like monitoring integration jobs, fixing the errors in case of job failures and worked on support tasks.

**Previous Experience :**

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| --- | --- |
| **Name of the Organization** | Trianz |
| **Job Title** | Senior Software Engineer |
| **Duration** | April 2016 to June 2019 |
| **Location** | Hyderabad |

**Project Details :**

**Client :** Liberty Mutual

**Team Size :** 8

**Responsibilities :**

* Email monitoring, Application Monitoring/Support.
* Performed health checks related to applications and servers to ensure the systems are up and running before and after market hours.
* Immediate response to users, active participation in bridge calls & Solving user requests.
* Should take appropriate action for issues within time & Escalate in right time to L2/L3 support.
* Monitoring Jobs, Server restarts/reboots based on issue.
* Checking the server’s logs using Splunk, winscp, Datahub & DBVisualizer while troubleshooting of issues.
* Validation of applications after patching/upgrades.
* Configuring File system, CPU, Memory, Log, Process monitoring using BMC Patrol.

**Tools Used:** BMC Remedy, Bladelogic, JIRA, Putty, DBVisualizer, Datahub & Splunk.

**Achievements :**

* Received several client appreciations for excellent service and timely issue resolution.
* Received recognition award for the good performance in the project.

**ACADEMIC PERFORMANCE :**

|  |  |  |  |
| --- | --- | --- | --- |
| **Course** | **Institution** | **Year of Passing** | **Aggregate** |
| B-Tech (ECE) | Vivekananda Institute of Technology & Science, Karimnagar | 2015 | 72.8% |
| Intermediate | Trinity Junior College, Karimnagar | 2010 | 90.1% |
| SSC | Sri Vani Saraswathi High School, Karimnagar | 2008 | 83.8% |

**PERSONAL PROFILE :**

* Father’s name : Raji Reddy
* Gender : Male
* Date of birth : 08-10-1992
* Nationality : Indian
* Languages known : Telugu & English
* Address : 1-46, Veerapur, Bejjanki,

Karimnagar, Pin: 505530.

**DECLARATION :**

* I hereby declare that the above information is true and correct to the best of my knowledge.

Place : Hyderabad Signature : M.Raju