

**NagaChigurupati**

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**PROFESSIONAL SUMMARY**

 SeasonedSalesforce.comprofessional with 14 years of IT experience and 11 years as SalesforceAdministrator, Business Analyst and Project Manager.

* Certified as Salesforce Administrator, Salesforce Platform Developer I, Salesforce Sales Cloud Consultant; Salesforce Service Cloud Consultant and Salesforce Sharing and Visibility Designer.
* Strong knowledge&hands on experience of **Sales Cloud, Service Cloud, Financial Services Cloud, Health Cloud and Marketing Cloud.**
* Experienced in all phases of Software Development Life Cycle (**SDLC**), quality management systems and project life cycle processes.
* Experienced in implementing Partner & Customer Communities.
* Experience in debugging **Apex classes, Triggers, Batch Apex, Test Classes, Visualforce pages, Web Service** etc. to achieve complex business functionalities.
* Implemented **third party apps from App Exchange** (Action Plans, DocuSign, Box, Conga Composer, eMoney, Money Guide Pro, Morning Star, Mitel CTI and many more)
* Experienced in Data Migration, Synchronization, Data-Modeling, Data Extraction, Transformation, Data Loading, Scheduling, Monitoring, and Reporting using **ETL** tools like Apex Data Loader, Import Wizard, Informatica.
* Hands on Experience in writing dynamic Approvals and Dynamic sharing based on business requirement.
* Well versed in analyzing company processes, translating business Automations intoSalesforce.com **workflows, Approval Process, Process builder** and configuring Salesforce.com to meet business needs.
* Have extensive experience in implementation of Custom Objects, Custom Tabs, Workflow Rules, and Role based Page Layouts and Record Types, Approvals, Assignment Rules
* Implemented **security and sharing rules** at object, field, and record level for different users at various levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Have knowledge in implementing various advanced fields like **Picklists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates& Email generation** according to application requirements.
* Expert in creating **Profiles, Roles, Users, Tasks and actions, Dashboards, Reports**, and Validation Rules.
* Experience in **Lightning apps** using apex, data service, components, and its warnings.
* Experience in **data integration** which is used in multiple systems in real time.
* Provided ongoing maintenance and administration services including periodic data cleansing, custom objects, workflows, and regular user round up for application improvement ideas.
* Experience working with Deployment Tools like **Force.com IDE, Change Sets, and ANT** based Migration Tools and Salesforce.com Sandbox environments.
* Expert in using databases such as Oracle8i/9i/10g/11g, SQL server, and MySQL.
* Champion Salesforce within the technology systems group, educating other team members on the capabilities and potential applications of Salesforce.
* Maintain and communicate system metrics to track trends in usage and data integrity.
* ExpertinAdministeringmultiple CRMsolutions (Salesforce,Siebel,Oracle CRM on Demand)
* Proficient in **Agile**and**Waterfall**Methodologies, **Jira**, Monday.com, Confluence, and other Project management tools.

**TECHNICAL SKILLS**

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| **Salesforce.com Technologies** | Apex Classes, Triggers, Scheduler, Batch Apex, SOSL, SOQL, Workflows and Approvals, Reports, Dashboards, Analytic Snapshots, Outbound Messages, Partner Communities, Client Communities, AppExchange, Sandbox, Salesforce 1, Salesforce Lightning, Lightning UI, Salesforce APIs (Bulk, REST, SOAP, Bulk Streaming etc.), SAML- Single Sign On, Identity Connect, Oauth 2.0, Connected apps |
| **Tools & Technologies** | Eclipse, Force.com IDE, Force.com XL Connector, Force.com Platform (Sandbox and Production), App Exchange Applications. |
| **Sales Cloud** | Contact Management, Sales Forecasting, Wave Analytics, Territory Management, Email Integration, Marketing Automation |
| **Service Cloud** | Communities, Knowledge, Open CTI, Live Agent, Lightning console, Entitle Management, SLA, Service Console |
| **Custom Configurations** | Field creation, Page layout, sharing rules, Record types, Field level and object level security, role hierarchy, Formula fields |
| **Data Migration Skills** | Data Loader, Data Cleansing, Data Normalization, Data Migration. |
| **Web Technologies** | Web Services, HTML, DHTML, CSS, XML |
| **Test Automation** | Ant, Selenium |
| **Data Migration Tools** | Mule soft, AppExchange tools, Force.com migration tool |
| **Ticketing tools** | Jira, Monday.com, Google Apps |
| **Office Tools** | MS Excel, MS Word, MS PowerPoint, MS Project, MS Outlook, MS SharePoint, and MS Visio |
| **ETL tools** | Apex Data Loader, Conga Composer, Informatica |
| **Operating Systems** | Windows, IOS, MAC, Android |
| **Methodologies** | SDLC, AGILE, UML, Waterfall |
| **Other Tools** | Conga Composer, DocuSign, Google Chartsetc |

**SALESFORCE CERTIFICATIONS**

* Salesforce.com Certified Sharing and Visibility Designer
* Salesforce.com Financial Services Cloud Beta Certification
* Salesforce.com Certified Sales Cloud Consultant
* Salesforce.com Certified Service Cloud Consultant
* Salesforce.com Certified Force.com Developer
* Salesforce.com Certified Administrator

*Salesforce Credential Verification link:*<https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=uqMDynSrRLkzJoLqrQdNrDqeDCNXZyFZ6FyMup46olAsUz0jNiR7VSy7z81O6jlm>

**OTHER CRM CERTIFICATIONS & TRAINING**

* Siebel CRM Administrator
* Oracle CRM Administrator
* Fusion CRM Administrator
* MS Dynamics CRM, Sugar CRM& Sage CRM Training

**EDUCATION:**

* Master’s in Computer Science, University of Illinois at Springfield, IL, 2007
* BachelorofEngineering(Information Technology),JNTU,India,2006

**PROFESSIONAL EXPERIENCE**

**Roles: Salesforce Administrator/Consultant Jun 2019 – Current**

**Client:**Altium Wealth Management, Purchase, NY

**Responsibilities**

* Client decommissioned their Junxure CRM system and migrated to Salesforce; Involved in Configuration of salesforce and mapping/loading of data from Junxure to Salesforce.
* Partnered with Client’s Architecture group to design salesforce that can scale as more users and functionality added.
* Using tools like Jira, Confluence & Monday.com to document requirements, communicate Project status and manage day to day salesforce tasks during and after implementation of salesforce.
* Implemented and configured Financial Services Cloud (FSC) to meet client requirements including rolling up and down of data between objects.
* Implemented Lead & Opportunity Management, Opportunity Sales processes, Complex Case Management with multiple Support processes and dozens of record types, created Assignment rules, Approval Processes and Escalation rules.
* Created Custom Objects, Custom fields, Page layouts, Master Detail & lookup relationships, Validation Rules, Workflow rules, Process Builders, Flows, Reports, Dashboards, data load/management and salesforce administrative tasks.
* Implemented third party App exchange apps like Mitel Telephony Integration, Financial Services Cloud, Action Plans, DocuSign, and Form Mapping.
* Setting up of users, on-boarding,and Training of users to get them up to date on salesforce and provide cheat sheets to follow workflow processes.

**Roles: Salesforce Admin/Business Analyst/Project ManagerOct 2016 – Apr 2019**

**Clients**

* BankPlus Wealth Management, Jackson, MS
* GCG Financial, Deerfield, IL
* Schmidt Financial Group, Seattle, WA
* Associated Investment Services, Green Bay, MI

**Responsibilities**

* Involved in migrating from MS Dynamics, EBIX, Siebel, Jcore, Sugar CRM, Sage CRMs to Salesforce.
* Involved in switching of clients from Salesforce classic to Lightning which involves re-design of buttons, Lightning pages, custom lightning components, retraining of users on lightning.
* Implemented Financial Services Cloud (FSC) on top of salesforce along with 3rd party app exchange products.
* Stood up & configured Partner Community portal for Advisors/Vendors & Customer community portal for end clients to access salesforce.
* Implemented security model comprehensive of both Salesforce and community portals using Roles/Profiles/Permission sets and specific salesforce licenses.
* Managed & followed project plans towards successful completion of the project.
* Designed and Managed new functionality on Salesforce Orgsand support existing functionalities on Client’s existing salesforce orgs.
* Implemented Web to Lead to capture leads from client’s website into salesforce and used Auto assignment rules to assign leads to sales reps for nurturing.
* Administered Salesforce Org’s of various user sizes, anywhere from 50 to 650 users; Administration includes but not limited to Custom Objects, Custom fields, Page layouts, Sales/Service Processes, Validation Rules, Assignment Rules, Approval Processes, Escalation Rules, Workflow rules, Process Builders, Flows, Reports, Dashboards, data load/management, App exchange apps etc.
* Communicates regularly with the Salesforce Business Owners, IT systems leadership, CRM Steering Committees, and other stakeholders to ensure functionality meets field needs and to develop ongoing project plans.
* Partnered with the client’s architecture group to define the various components of the future state.
* User Setup, on-boarding, and Training.

**Roles: Salesforce Administrator/Business Analyst Feb 2013 – Oct 2016**

**Clients**

* Boston Private, Boston, MA
* Summit Equities, Inc, Parsippany, NJ
* John Hancock, Boston, MA
* Eisner Amper Wealth Management & Corporate Benefits, Iselin, NJ
* Palisade Capital Management LLC, Fort Lee, NJ
* HighTower Advisors, Manhattan, NY
* Gilder Gagnon Howe & Co., Manhattan, NY

**Responsibilities**

* Involved in migrating from .Net homegrown applications to Salesforce.
* Involved in configuring Client Portal for end clients to login and check their account balances and raise customer service requests etc. Designed the Client portal using salesforce customer communities and implemented CSS, HTML to mirror client’s website styling.
* Implemented Web to Case that involves client raising customer requests from websites and routing them in salesforce using Salesforce Assignment Rules, Queues & escalation rules.
* Responsible for various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created various workflow rules and Approvals for various campaign processes.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created new custom objects, assigned fields, designed page layouts, components as needed to meet design specifications.
* On-call support during offline hours for any time sensitive issues.
* Contributed heavily into creating high-level estimates, sizing, and planning for subsequent projects in the organization roadmap.
* Led deployments from Sandbox to Production environments using Changed Sets and ANT.
* Led the data management efforts using Apex Data Loader and third-party data tools.
* Developed prototypes for demo sessions with business, performed design as well as code reviews.
* Reviewed Appson the App Exchange for feasibility analysis, and potential implementation.
* User Setup, on-boarding, and Training.

**Role: Salesforce Administrator Mar 2011 – Jan 2013**

**Client:**Nasdaq, Manhattan, NY

Involved in merging of two salesforce applications when OMX merged with Nasdaq and became Nasdaq OMX.

**Responsibilities**

* Administered Salesforce Org of 700 users before merge of companies and after merge Administered 1200 salesforce users.
* Involved in creation of Custom Objects, Custom fields, Page layouts, Sales/Service Processes, Validation Rules, Assignment Rules, Approval Processes, Escalation Rules, Workflow rules, Process Builders, Flows, Reports, Dashboards, data load/management, App exchange apps etc
* Moving and redesign/automation of business processes/workflows to accommodate merge of companies.
* Helped in building real time salesforce to salesforce integration to have continuous sync of Accounts, contacts & Opportunities.
* Analyzed both applications to find duplicate processes/bugs and found possible workarounds.
* Configuration of Salesforce CRM application including customizing Salesforce.com fields, page layouts, record types, profiles, roles, security, and workflow rules, etc.
* Development of reports, dashboards, and processes to continuously monitor data quality and integrity.
* Maintained a strong understanding of other related business applications to make recommendations for company-wide system and process improvements.
* Importing and Exporting of data using CRM Data loaders and data manipulation.
* Developed training plans, materials, and documentation for database users, keep materials up to date, coordinate new user and ongoing training sessions.

**Role: Salesforce Analyst/Administrator Jan 2010 – Mar 2011**

**Clients**

* Massey Quick & Co, Morristown, NJ
* BCI Securities, Miami, FL
* Ultralat Capital Markets, Miami, FL
* Lourd Murray, Beverly Hills, CA
* Harris Bank, Chicago, IL

**Responsibilities**

* Meetings with business users to discuss the requirements converting them to Technical requirements for development.
* Created custom reports and complex dashboards.
* Complete configuration/customization of application end-to-end including configuration of: Fields, page layouts, cascading picklists, Record Types, workflows, validation rules.
* Worked with standard salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, and Campaigns etc
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed and deployed Custom tabs, Approval Processes and Auto-Response Rules for automating business logic.
* Creation of Profiles/Roles according to requirements and implemented a security matrix.
* Involved in fixing various bugs, helped user issues, password resets etc.
* Worked under severe deadlines to accomplish tasks at hand.

**Role: Oracle CRM OnDemand Administrator Sep 2008 – Jan 2010**

**Clients**

Steelcase Inc, Grand Rapids, MI

Greenhill & Co Investment Banking, Manhattan, NY

Fidelity Investments, Boston, MA

Starbucks Coffee Company, Seattle, WA**(Awarded most outrageous expansion by Oracle)**

Pearson Publishing, Boston, MA

Natixis Global Asset Management, Boston, MA

AON Risk, Reassurance and Human resources, Dallas, TX

**Responsibilities**

* Fidelity Investments: Supported 90 different CRM On Demand applications, ran custom written scripts for any changes to all applications and used migration tool for configuration migration. When new instances came online, migrated configuration from existing instances to new instance which includes migration of custom fields, picklist values, page layouts, web tabs etc.
* Starbucks: Implemented CRM for 5 countries with different languages and book of businesses.
* Natixis: Migration from Siebel CRM to Oracle CRM OnDemand and decommission of Siebel CRM.
* Involved in requirement gathering, design, development& deployment of requirements.
* Design, Creation & management of sandbox instance to show dealers to resell OracleCRM.
* Migrated configuration using Migration tool, modification of XML to fix issues while migration from sandbox instances to 35 other individual CRM instances and tweaked eachinstance to match each dealer’s requirements.
* Created custom Page layouts, picklist values, custom homepages and list queries and configuration tasks.
* Created complex Custom Calendar using Advanced Combined Analysis reports, which brings in the data from Activities and Accounts and other custom objects.
* Created various simple and complex reports and created Pivot Tables for displaying data more friendly to users.
* Created display charts and bars for pictorial representation and created dropdowns in reports to select different query criteria.
* Imported Millions of records into applications.
* Integrated social feeds into the application.
* Created Workflows for field updates, task creation, sending emails and enabling of Web services.

**Role: Siebel Consultant Jul 2007 – Sep 2008**

**Client:**Biogen Idec, Boston, MA

Upgraded Siebel On Premise application from Siebel version 6.2 to Siebel 8.1 and created different applications for several countries.

**Responsibilities**

* Gathered requirements, designed, and prototyped the application.
* Designed Workflow requirements using Visio.
* Mapping of Columns from Siebel 6 to Siebel 8.
* Development and Configuration of out-of-the-box and newly created business objects, business components, views, and screens.
* Involved in designing MIR (Medical Information Request) and Products Admin modules.
* Worked on Siebel Home Page for displaying Alerts and Activities using Personalization.
* Worked on Products, Opportunities and Orders.
* Created a new application for cardiovascular market for US, Germany, and Austria.
* Created Custom Business Services to display alerts depending on Interface data load on Siebel Homepage using Runtime events and customized Homepage using Personalization.
* Created New Call functionality for Accounts which can add Attendees (Contacts) depending on the Market/Product.
* Involved in Production support.