**Sai Pradeep Guntaka**

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**Professional Summary**

* 4 plus years of experience with **Salesforce CRM & Force.com platform** Analysis, Design, Development, and Implementation of large-scale applications.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Creation and maintenance of reports to support the business in both Salesforce and CPQ.
* Salesforce Configuration - Custom Objects, Relationships, Security Settings, Validation Rules, Workflows, Record Types, Page layouts, Approval Process and Process Builder.
* Good knowledge on Web to Lead, Web to Case and Email to Case in sales and service clouds.
* Experience in SFDC Administrative tasks like creating profiles, users, Roles, permission sets, Email notifications and Templates, Outbound Messaging, Tasks, Events and Actions, Creating Flows, Process Builders
* Maintained and improved existing Salesforce implementation handling with Sales and Service Cloud.
* Proficiency in administrative tasks: like Creating Roles, Profiles and Users, User Interface, Tabs, Custom fields, Custom objects, Triggers, etc.
* Having good experience in organization automation processes like workflows, process builder, validation rules and approval process.
* Work closely with various functional groups to understand and analyze business processes and requirements.
* Deploying applications from Sandbox to production using Change Sets.
* Expertise in Service Cloud console with exposure to CTI adapters and Mobile App Integrations.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Experience with declarative configurations using Workflow rules, Process Builder, Approval Process and associated actions Field update, Email alert, Creating Tasks and Outbound messaging.
* Good experience with Salesforce Sales, Service Cloud implementations.
* Strong experience with deployment of components from sandbox to other sandbox and production orgs using Force.com migration tools, Eclipse, Change Sets and Workbench
* Participating in Agile/Scrum activities including attending daily standup meetings, sprint/release planning, sprint retrospectives, burndown chart tracking.
* Provide technical leadership in design and implementation of new business processes, leveraging and integrating across complex Salesforce applications.

**Education**

* Master’s Degree in **Industrial Engineering** from University of Central Missouri (USA) – 2017
* Post-Graduation Diploma in Management with specialization in **Marketing Management** – 2013
* Bachelor of Technology in **Information Technology** from Jawaharlal Nehru Technological University - 2011

**Technical Skills**

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| Salesforce: | Salesforce CRM, Sales Cloud, Service Cloud, Data Loader, Custom Labels, Visual Flows, Process Builder, SOQL, SOSL, HTML. |
| Tools: | Eclipse, Force.com IDE, Workbench, Data Loader |
| Integration Tools: | Mule Soft, Dell Boomi |
| Methodologies: | Agile/Scrum and Waterfall |
| Source Control: | Git |
| Operating systems: | Mac, Windows XP/8/10 |

**Work Experience**

**CriticalRiver, Hyderabad, India Jan 2022 – till now**

**Sr. Salesforce Administrator/CPQ Administrator**

Client is Telecommunication industry. Worked as a Salesforce Administrator in sales cloud.

Migrate the existing setup (Creating Contact, Lead and Account records upon adding a record to Salesforce) to the standard process of (Lead and Account creation, upon conversion, creating a new contact and Opportunity).

* Data Migration and Data Analysis.
* Optimizing Lead conversion process.
* Configuration and implementation.

**Panera Bread, St Louis, MO Jan 2019 – Dec 2019**

**Sr. Salesforce Administrator**

**Project**: **Lightning migration from Classic**, redesigned lightning components, apex classes, process builders and triggers and deprecated many unused components from Salesforce instances without any application downtime.

**Responsibilities:**

* Designed, developed, and deployed **Process Builders, workflow rules and Validation rules** for various functional needs within the application.
* Created Custom objects and Lookup relationships associated to Cases in providing Guest related data to the service representatives.
* Produced and consumed Restful services, SOAP/WSDL web services for integrating with 3rd party applications.
* Used Force.com platform for developing feature rich and user-friendly Visualforce pages for enhancing Salesforce UI.
* Worked on Salesforce Knowledge to create various Articles which are used as help messages or FAQs for the Guest regarding the loyalty program application.
* Using Force.com developer toolkit including Apex Classes and Visualforce pages to develop custom business logic.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce platform database.
* Created various Profiles, Roles, and Page Layouts and configured the permissions based on the Organization hierarchy requirements.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
* Provide Technical expertise and best practices for SFDC development.
* Created workflow rules and defined related tasks, email alerts, field updates to implement business logic.
* Created various Custom Reports for custom objects to give complete detail overview.
* Implemented Test Classes for controllers with 85-90% code coverage.
* Worked on Account Management involving Integration with External Legacy System using SOAP based Web Service Callouts using Informatica as the middleware.
* Worked with QA to prepare test Cases for testing the functionality of the software.
* Involved in pre-deployment and post-deployment activities during deployment and was part of regression and User Acceptance Testing.
* Responsible for migration of code from sandbox to production environment using Ant tool.

**Environment:** Salesforce CRM, Service Cloud console, Data Loader, SOAP and REST based Services, HTML, XML, SOAP UI, Agile Methodology, Jira, Eclipse

**Republic Services, Scottsdale, AZ Apr 2018 – Jan 2019**

**Salesforce Engineer**

**Responsibilities:**

* Developed quick POC’s (Proof of Concept) for business cases rapidly in the business calls to demonstrate how the proposed solution is going to be.
* Involved in SFDC application setup activities which includes but not limiting – Creating Users, Profiles, Roles, setting permissions, Network IP filtering, Email Administration, Salesforce1 Mobile configurations based on business needs.
* Used Apex Class (Custom, Extension Controllers), Apex Trigger, Utility Classes, Web Services, Apex Batch, Schedulable interfaces, Visualforce pages and Components.
* Extensively worked on customized by writing complex Apex controller classes, Visualforce pages where we cannot achieve using salesforce standard functionality.
* Involved in integration of salesforce with Java based web application for retrieving information from java and showing in salesforce.
* Written Apex test classes and Test framework classes which can be consumed by all Test methods and maintained coverage of 90% across all classes and triggers.
* Written complex Visualforce pages for generating reports which are not achieved using salesforce standard reporting.
* Used Eclipse with Force.com IDE Plug-in, Developer Console for application development and good experience in debugging using Developer Console.
* Configured and Customized Sales Cloud, Service Cloud, Collaboration (Chatter) and Communities clouds.
* Worked on configuring of various salesforce standard objects - Accounts, Contacts, Opportunities, Products, Leads, Campaigns and Cases.
* Created and configured Custom objects, Fields – Formula, Roll-up Summary, Dependent Pick lists, Relationships, Page Layouts, Custom Object Tab, Visualforce Tabs, Record Types and Validation rules.
* Created Custom Objects and defined Lookup, Master-Detail relationships on the objects and established Many-to-Many relationships by creating Junction Objects.
* Created complex Workflow rules on standard and custom objects and its actions Email Alert, Field Update, Create a Task.
* Provided the training to the internal business users to use the application and develop their own custom reports.

**Environment:** Force.com Platform,SOQL/SOSL Queries, Workflow & Approvals, Reports, Custom/Standard Objects, Custom Tabs, Page Layouts, Eclipse with Force.com Plug-in, Email Services, Security Controls, HTML, Java Script, CSS, WSDL, SOAP, XML, Sandbox.

**Palni Inc, Frisco, TX Sep 2016 – Mar 2018**

**Salesforce Analyst Intern**

**Responsibilities:**

* Worked with Business users for requirements gathering analysis and development.
* Performed the roles of Administrator in the organization
* Developed Visualforce pages and Apex classes, various Visualforce email templates and implemented Boots tarp framework for optimization.
* Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used HTTP Request methods to call external application REST API endpoint.
* Used Force.com, Eclipse IDE for developing Apex Classes, Pages, Triggers and customizing other meta-data components.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Written Apex Test class for unit testing of salesforce Apex Trigger, Classes - Controllers, Batch and Schedule to have good coverage.
* Defined Lookup and Master-Detail relationships on the objects and created junction objects to establish connectivity among objects.
* Configured and Managed Users, Organization Role Hierarchy, Custom Criteria/Owner based sharing rules, Roles, Profiles, Groups and Queues.
* Created Workflow rules, Validation rules, Formula fields, Escalation rules and Assignment rules.
* Worked on setting up Salesforce communities for internal users.
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects.
* Load/Manage the data using Apex Data Loader and excel Connector.
* Configured third party apps like Form Assembly, Conga Composer, Calendar Anything and Grid Buddy.
* Worked in Agile Development Methodology for the implementation.

**Environment:** Saleforce.com platform, (SOAP, REST), HTML, Apex Data Loader, Import Wizard, Eclipse IDE, XML, Salesforce Communities, Workflow & Approvals, Reports, Custom Objects, Email Services, Sandbox, Windows.