**Resume**

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**Career Objective:**

Willingness to work in a challenging and creative environment where today’s ideas can be turned into tomorrow’s technologies.

**Experience Summary:**

* Around 6+ Years of IT experience in which 2+ years of experience in Salesforce Administration, support and Implementation.
* Salesforce.com **ADM 201 certified Salesforce Administrator**.
* Good knowledge on Salesforce CRM (SaaS) and Force.com (PaaS) with experience ranging from application development and customization using point & click and programmatic methods.
* Good working exposure on Force.com platform, Force.com API.
* Good expertise in writing Work flow rules, Approval processes and validation rules.
* Expertise in creating Reports and Dashboards
* Experience in handling Support Activities & providing training to Salesforce users
* User Management as per the clients Salesforce Licenses and TargetRecruit Licenses
* Hands on Experience using Data Loader.
* Hands on Experience in Data security (Profiles, Roles, Sharing Rules, Page Layouts, Record Types etc…)
* Excellent analytical, communication and interpersonal skills.
* Testing Product and writing and verifying Test Cases.

**Qualifications:**

* B.E. (Computer Science and Engineering) Completed in 2011 from V.T. University.

**Technical Skill Set:**

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| **CRM Applications** | •Sales Cloud •Data.com •Service Cloud • DocuSign •TargetRecruit |
| **Key Skills** | •Salesforce Implementation  •Salesforce Administration  •Project Management  •Requirement Gathering & Documentation  •Data Migration  •End User & Administrator Training  •Team Management  •QA-Testing  •Analytics |
| **Tools** | •Data Loader •GoToMeeting •MS Office •Google Apps •AppExchange |
| **Web Development Skills** | HTML, CSS, Visualforce, JavaScript,Adobe Photoshop |
| **Certifications** | •Salesforce Administrator – ADM 201 **(CERTIFICATION NUMBER:20888051 )** |

**Employment History:**

* Handling Salesforce System Administrator and Product Support Engineer at Avankia Software Pvt. Ltd. from January 2019 to till date.
* Worked as Salesforce Administrator at Technospacio Tech Solutions Pvt Ltd October 2017 to November 2018.
* Worked as Web Developer at Technospacio Tech Solutions Pvt Ltd From February 2015 to September 2017.
* Worked as QA at Mphasis 2011 August to 2014 November

**Project #5**

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| Project | : | TargetRecruit |
| Technology | : | Salesforce.com, Apex, Visual force |
| Role | : | Salesforce System Administrator. |

**Description:**

TargetRecruit is an Applicant Tracking System CRM which is built on Force.Com platform. This will help all Staffing Agencies and Recruiting Companies to automate their recruiting and hiring process. This is very easy to use, understand and can be customize according to the requirement and available for Enterprise, Unlimited and Developer Editions.

###### Responsibilities:

* Deploying TargetRecruit in Clients Salesforce instance and providing support for the same.
* Training Clients on how to use the system.
* Requirements gathering from clients and understanding them
* Working on Data migration from old database to new Salesforce instance using data loader
* Explaining the Development Team on the Client Requirement.
* Creating reports and dashboards as per the client requirement.
* Creating and Managing Sandboxes.
* Creating Workflows and Approval Process.
* Creating email Templates.
* Creating users and Assigning TargetRecruit License to them.
* Testing the new releases and Features of TargetRecruit.
* Creating custom fields, formulas and validation rules as per the client requirement.
* Creating Page Layouts and assigning them to the profiles.
* Creating Custom Profiles, Sharing Rules.
* Maintaining clients Salesforce instances and making changes as per the requirement through on calls, Emails and on screen sharing session (GoToMeeting).
* Tracking all the cases from clients and managing them correctly.

**Project #4**

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| Project | : | Candidate Portal |
| Environment | : | Force.com Platform. |
| Technology | : | Salesforce.com, Visual force, Apex |
| Tools | : | Eclipse, Data Loader. |
| Role | : | Salesforce System Administrator. |

**Description:**

Candidate portal is a module which is integrated with TargetRecruit which will help End-user (Job Seeker) in applying a specific job through online (client’s website), which will make the job seeker as a job applicant to that specific job in TargetRecruit.

In candidate portal we have three pages those are Job List Page, Job Detail Page and Job Application page. Coming to the details in Job List page we will have all the list of jobs and Job Detail Page we have Description if the Job and third page is for applying to that particular job.

**Responsibilities**:

* Deploying Candidate Portal in clients Salesforce Instance
* Gathering the customization requirements from client and analyzing them
* Discussing with Development team on the client Requirement.
* Customizing the pages as per the Clients requirement.
* Testing the New releases and features of candidate Portal.
* Maintaining clients Salesforce instances and making changes as per the requirement through on calls, Emails and on screen sharing session (GoToMeeting).
* Training the clients on how to use the system
* Creating workflows as per the client requirement.
* Creating email templates as per the client requirement.
* Tracking the cases and managing them correctly.

**Project #3**

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| Project | : | JobBroadcasting |
| Technology | : | Salesforce.com |
| Role | : | Salesforce System Administrator. |

**Description:**

Job Broadcasting is an Integration module for TargetRecruit Application. Using Job broadcasting we can post jobs into various job boards like “Naukri”, “Monster” , “Seek” e.t.c., with a single click of button from TargetRecruit. For posting jobs into job boards, we have a third party vendor called Idibu where we can send jobs to idibu in an XML format. Idibu is having integration with various job boards and will post the jobs by using the XML provided by TargetRecruit

###### Responsibilities:

* Deploying Job broadcasting in Clients Salesforce instance and providing support for the same.
* Training Clients on how to use the system.
* Requirements gathering from clients and understanding them
* Configuring various job boards in client interface as per the clients requirement
* Fixing issues when client faces after posting the jobs
* Coordinating our third party vendor idibu for fixing the issues.
* Arranging meetings to various job board people with our team to resolve the integration issues.
* Testing the new releases of Job broadcasting package and writing the test cases.
* Dealing with Developers to fix the issues which occur in testing.

**Project #2**

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| Project | : | Job Board Search |
| Technology | : | Salesforce.com |
| Role | : | Salesforce System Administrator. |

**Description:**

Job Board Search is an integration module for TargetRecruit Application. Using Job Board search we can search for the candidates (Resumes) from different job boards like Linkedin, Naukri, Monster e.t.c., For Searching of candidates from different job boards, we have a vendor called Daxtra. TargetRecruit is integrated to Daxtra and will be configuring different job boards in daxtra base.

###### Responsibilities:

* Deploying Job Board Search in Clients Salesforce instance and providing support for the same.
* Training Clients on how to use the system.
* Requirements gathering from clients and understanding them
* Configuring various job boards in client interface as per the clients requirement
* Fixing issues of Job board search
* Coordinating our third party vendor Daxtra for fixing the issues.
* Arranging meetings to various job board people with our team to resolve the integration issues.
* Testing the new releases of Job board search package and writing the test cases.
* Dealing with Developers to fix the issues which occurs in testing.

I have also worked on the other modules of our Product,

* **Timesheet** which is helpful for our client to enter their Placed candidates work hours.

###### Responsibilities:

* Creation of Application with Objects and fields
* Worked on the visual force pages
* Requirements gathering from clients and understanding them
* Creation of Workflow rules and Approval processes
* Worked on data migration using Data Loader.
* Creation of Formula fields

**Project # 1**

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| Project | : | Technospacio Tech Solutions Pvt Ltd |
| Technology | : | Salesforce.com |
| Role | : | System Administrator |

**Description:** In Salesforce, standard feature for every Quote, there is an option to get quote PDF. PDF contains some existing and standard fields of Quote. In this project quote template modification has been done. New quote template contains not only fields from quote, as well as fields from quote line items. Some of those fields are existing and some are calculated/modified. In template Terms and Conditions text is also modified as per requirement.

Sort feature in Salesforce for Opportunity Line items does not give flexibility to sort line items level wise. Also it does not provide option to override the sort feature. In customization projects new Sort feature has been developed. It is a completely a new addition. This feature has level wise sort facility. Say, there are 10 line items. First user can sort based on Quantity of those, then based on Price and so on. Flexibility given is upto 4 levels. Click on new Sort button gives sorting option and save line items. New sorted line items will be shown in a new related list in Opportunity detail page.

Lead convert is an existing feature of Salesforce. It has some floe of actions automatically performed while a Lead is converted to contact or account. Customization of Lead convert via trigger fired just after lead is converted provides additional features needed like Create 2 extra contacts from Parent information of converted Lead etc.

**Responsibilities:**

* Customized Accounts, Contacts, Leads, Campaigns and Cases.
* Customized several Validation Rules, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components.
* Record detail and edit pages according to application requirements.
* Profile based Permissions on fields and objects are enforced.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Load/Manage the data using Apex Data Loader.
* Designed, developed and deployed Apex Classes and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used SOQL, SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**(Nagaraj Udagatti)**

***References are furnished upon request***