*** R.BHARATH REDDY***

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**Objective:**

To pursue a challenging role in Salesforce Administrator, Where I can utilize Administrator skills and effectively for the growth of the company and grow with it. Seeking positions in Salesforce platform.

**Professional Summary**

* **I have 2.2 plus years of Experience in Salesforce.com CRM platform which includes 8 months of experience as salesforce end user.**
* Experience in **Administration, Configuration, Implementation** and Support of Salesforce CRM.
* Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects.**
* Experience in creating various **Reports (summary reports, Matrix reports, Pie charts, dashboards and graphics)** and **Report Folders.**
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, sharing rules** automation for satisfying complex business process automations.
* Setting up Organization wide Default access settings.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
* Good understanding about **Salesforce Technology** for both **Classic View** & **Lightning Framework**.

**Professional experience**

**HCL Technologies Limited**

**Projects:**

**Client:** American Red Cross, USA

**About Client:** America Red Cross is a huge organization in USA which has many activities related to health care. They have 1000’s of clients and volunteers to run their activities in the world. For this mass process, they regularly conduct corporate seminars throughout the world and for that they are using one mini project of Salesforce. This project has information like seminar details, speak details and various processes. They mostly conduct 100’s of such seminar in the world per month. The project was created for employees of the organization to enter these data and maintain the details up to date.

**Client:** BCBS, USA

**About Client:** BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like VFP in this project to main this insurance business on Salesforce.

**Tools:** Salesforce, Data Loader, Workflow & Approvals, Microsoft office.

**Roles and Responsibilities:**

* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Creation and Customization of Field sets, Compact Layouts, Search layouts as per business requirements.
* Responsible for security/access updates for new and existing fields.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.

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**Academic Details**

* **B.Tech** in Mechanical Engineer | CMR College of Engineering and technology.
* Diploma | Mahaveer Institute of Sciences & Technology.