KRISHNA KAMBHAMPATI
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PROFESSIONAL SUMMARY:

- 20 yrs. IT experience with more than 12+yrs. salesforce.com experience in Architecting, Administration, Customization & Implementation using Agile Methodology across sales, marketing, and service modules
- Strong background in designing and deploying integrated solutions with managed applications other packaged applications in a multi-tenant environment
- Adept at Business Analysis, Customization , Deployment, Testing & End user training
- Expertise in translating business objectives into clear functional and technical requirements.
- Proficient in preparing Project Plan, Solution Architecture, BRD, FRD and project artifacts
- Worked in a Cross Functional team environment and capable to handle multiple projects at the same time including Onsite/Offsite co-ordination and also remote teams.
- Certified Salesforce Admin (201) & Certified Sales Cloud Consultant

KEY SKILLS

Sales Cloud, Service Cloud, Lightning Migration, Field Service for Lightning (FSL), CloudCraze (Commerce Cloud), Apptus, Marketo, Pardot Workday, Jitterbit, BusinessMachines, Jira, DevOps, VisualForce , Aura

PROFESSIONAL EXPERIENCE:

CloudQ, Atlanta,GA (Jan.17 – Current)
Salesforce Solution Architect
- Providing Salesforce consulting to blue-chip clients across North America

Johnson & Johnson, New Jersey (Sep'18 – Mar'21)
Salesforce Solution Architect
- Part of Global Salesforce Effectiveness & Engineering Team
- Built FSL based solution for Medical Devices LATAM service team
- Built a custom app and integrated with legiscan for Govt Affairs and policies team
- developed and integrated federal databases as part of Covid-19 vaccine initiative
- Built Social media components and plugged into Contact lightning pages
- Devised the Apigee integration SAP with Salesforce
- Implemented Cloud Craze Marketing Cloud
- Performed and presented the LEX migration assessment for J-force
- Providing functional & technical solutions for J-Force support team
- Provided CI/CD training and reviewing & approving the pull requests for eyeforce
- worked as Lead Dev/Release Manager for G-Force

Monsanto Company, St. Louis (April'17 – Jun'18)
Salesforce Platform Architect
- Part of Global Salesforce Technology & Governance Team
- Review, sign-off and mentor the SI development teams designs and bring in Best practices for various regional orgs
- Co-own the platform architecture of building One Global org with few regional orgs using Hub & spokes model
- Migration of existing Orgs / Apps to Lightning
- Building the Einstein (Wave) Analytics for Sales & Service Analytics
- Implemented Netskope Cloud security across all the orgs
- Salesforce Marketing cloud implementation and integration with Pardot

Spectrum Reach, St. Louis (Jan' 17 – April'17)
Salesforce Solution Architect
Media Sales organizations from Charter, TWC, and Bright House have merged and require a unified CRM solution that allows for a modular software implementation and integration approach. Integration and configurations of Salesforce will focus on the needs of the Sales team to enhance their toolbox, as well as enhance the ability of Sales leadership to track and gain insights into pitching and proposal, forecasting activity, close rates and cross-functional collaboration.

- Designed the complete solution and integration architecture for replacing MS Dynamics CRM of 2 orgs with Salesforce and enhancing the existing SFDC of spectrum to enable it as one eco system across the new organization
- Designed the integration with legacy order management & billing systems with Sales cloud.
- Architected the Marketing cloud solution to be implemented as part of phase 2.

MetLife, New Jersey (Jun' 16 – Dec' 16)
Salesforce Solution Architect
As part of application modernization efforts, MetLife is retiring an existing eBenefits application, which provides claim history and accumulators information to MetLife's Global Employee Benefits (GEB) Expat Services users. Going forward, these users require similar functionality in the Salesforce.com service console application

- Part of Global CRM team which owns the development of Salesforce apps across regions
- Anchored the workshop with business and leads for gathering the requirements and developed BRD
- Designed the Solution and Architecture for service console using Service Cloud integrating with their claims fulfilment system
- Overseeing and reviewing the implementation

Coca Cola, Atlanta (Mar' 15 – Apr' 16)
Salesforce Solution Architect

- Rationalization of 60+ orgs across business units, Object inventory consolidation & optimization. Introduced common object sharing based design.
- Business process reengineering and creation of service bus architecture
- Designed the Global template and phased region based roll out functionality in Agile model
- Key member of the Cokeworks core IT team which defines the IT strategy and roadmap
- Architected and delivered Marketing Eco System using Sales Cloud, Salesforce One, BOX for document management and integrating SAP FiCo using mule soft
- Designed and delivered Application for Marketing Digital assets using salesforce
- Recognized as Outstanding contributor for developing Marketing Eco System by Coke leadership

Caterpillar Financial Services Corporation, Nashville (Aug' 14 – Feb' 15)
Salesforce Solution Architect
For more than 30 years, CAT Financial, a wholly owned subsidiary of Caterpillar Inc., has been providing financial service excellence to CAT customers. The company offers a wide range of financing alternatives to customers and CAT dealers for CAT machinery and engines, Solar® gas turbines and other equipment and marine vessels.

- Implemented a hybrid mobile app using Sales cloud and phonegap integrating native price builder for lead to quote
- Integration of multi-tenant systems using web services & batch process
- Service cloud for CAT customer service
- Conducted business workshops with business & IT teams

Liaison International, Boston (Oct' 13 – Jun 14)
Salesforce Lead
For more than 20 years Liaison International is involved in software development, consulting, operational support and services to deliver comprehensive solutions to educational and professional associations and accrediting agencies and their member institutions

- Worked closely with sales team and business, performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
- Led Requirements gathering, documentation, project scoping, implementation, testing and deployment activities.
- Understand and support security role maintenance, including role hierarchy, security profiles and access rights.
- Write application design documentation supporting business needs.
- Assist in the evaluation of AppExchange tools for feasibility and impact to the business.
- Work independently & on multiple projects against deadlines in a dynamic environment where consistently producing deliverables within agreed upon timelines.
- Support unit testing, integration testing and review of business training materials. Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

EMC Corp., Boston (Jun' 12 – Sep' 13)
Salesforce Lead Consultant
EMC Corporation (stylized as EMC^2) is an American multinational corporation headquartered in Hopkinton, MA. EMC offers data storage, information security, virtualization, analytics, cloud computing and other products and services that enable businesses to store, manage, protect, and analyze data. EMC's target markets include large companies and small- and medium-sized businesses across various vertical markets

- Facilitate requirements gathering workshops, document, analyze and prioritize detailed business requirements based on users and business needs
- Gather information about the organizations work processes and information flows.
- Translate high-level business and user requirements into functional requirements for the IT development team
- Manage changing requirements (change control) communicate with core team and business on impact of scope and provide accurate work estimates for all deliverables
- Analyze, define and interpret business needs document and validate the Business area(s) and user(s) technical (functional/non-functional) requirements. Design, manage, and execute on Salesforce configuration assignments.
- Communicate/Collaborate with developer on implementing solutions that require Apex Language, Classes, Workflow, Triggers/Controllers or Visual Force Pages
- Configure platform to meet requirements including installation and configuration of app exchange applications
- Prepare dashboards, pipelines, and other ad hoc reports
- Pro-actively identify areas of improvement and functional gaps in existing systems and Salesforce.com setup
- Work closely with Product Manager and cross-functional teams to understand and analyze business processes and integration with other products within the company
- Identify CRM training needs, partner with internal stakeholders to develop training materials and programs, and deliver training
- Support the design, implementation, and rollout of Saleforce Application

Capitalone Richmond, VA (Aug'11 – May'12)
Salesforce Consultant
- Analyze, define and interpret business needs and issues by gathering, analyzing, documenting and validating the Business area(s) and user(s) technical (functional/non-functional) requirements.
- Configured SFDC as client requirements and done Data migration.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
- Customized the Dashboards to the track usage for productivity and performance of their sales teams.
- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.
- Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
- Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created various profiles and configured the permissions based on the organizational hierarchy requirements.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
- Moved the changes from Sandbox to Production through Change Set

Sony Corp., NY (Jan'11 – Sep' 11)
Salesforce Consultant
Sony is a leading manufacturer of audio, video, communications, and information technology products for the consumer and professional markets. Its motion picture, television, computer entertainment, music and online businesses make Sony one of the most comprehensive entertainment companies in the world.
- Worked as enhancement developer and team member, performed the roles of Salesforce Developer and Administrator in the organization
- Responsible for setting up Webservices integrations.

- Implemented Inside sales telephonic plug-in application implementation
- 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 of SalesForce.com (SFDC)
- Implemented Apex Data loader "Command Line Interface (CLI)" to automate the data loading process for the sand box refresh activity.
- Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team.
- Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Maintaining test coverage for all the classes and triggers and supporting deployment activities
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Used Data Loader for insert, update and bulk import or export of data from Salesforce.com S-Objects Used it to read, extract, and load data from comma separated values (CSV) files
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic

IDEARC Media INC, TX (May'10 – Jan'11)
Salesforce Administrator
- Gathered business requirement of IDEARC sales process and identified critical functional modules for gap analysis and prepared functional requirement and design documents
- Performed fields mapping of Salesforce and Legacy CRM systems.
- Customize Salesforce standard objects (Lead, Account, Contacts, Opportunity and Product) for additional fields, Layouts, record types and validation rules
- Developed custom code (Visualforce and Apex) to override Lead conversion process
- Created Workflows and Credit Approval processes
- Google map integration with Salesforce to display nearby contacts and Accounts
- Worked with Salesforce premier support to short out technical challenges and governor limits
- Worked with ETL(Informatica) team closely to setup data load into Salesforce from Legacy systems

SAP CRM Experience

Pratt & Whitney (Aug'09- Mar'10)
As a member of SAP CRM 2007 Implementation developed FS & Configured the Service order management process, set-up the middleware and replication of objects

Coca Cola Enterprises (Nov'08-May'09)
Executed the Technical Upgrade to SAP CRM 2007 & providing ongoing support for CRM Mobile Sales application campaign management (Marketing) & Middleware

Computer Sciences Corporation,(Jul'08-Oct'08)
Upgraded SAP CRM 4.0 to CRM 2007 and Implemented Marketing process: ELM, Surveys, Mail forms, Segmentation (Target Groups), Marketing Plan, Campaigns (Manual/Automation tool), Coupon Campaigns, Marketing Calendar

Munich Reinsurance America (Apr'08-Jun'08)
As part of SAP CRM 2007 Implementation project, configured Master data, Activity management. Web client, navigation profiles and UI personalization

Anglian Water, UK (Dec'07-Feb'08)
Maintenance & Enhancements of SAP CRM 4.0 IC Win Client: Front office process, Billing Integration, Check-in & Check-out process & Customer Letters

HMRA, UK (Jun'07-Oct'07)

ERMS is an EIC implementation project on SAP CRM 5.1 with ECC 5.0. As a functional consultant, integrated the CRM with SAP HR and integrated with MS outlook to send out emails from within EIC in response to service requests

St. Jude Medicals, MN, (Jan'07-Mar'07)
Configuration and Testing of: Territory Management, Segmentation & Campaigns, Service order process, Service Contract, Time & Billing Integration, Complaints & Returns Processing on SAP CRM 5.0 & ECC 5.0

Rohm & Haas, PA, USA (Feb'06-Nov'06)
As part of SAP CRM 4.0 Field Services Roll-out configured the Service order management process, resource planning and integration with ECC for plant & storage locations, Billing. Also provided the day to day support for CRM Master Data, Marketing & Campaign Management, Middleware & Mobile Sales client

Avaya Global Connect, India (Nov'05-Jan'06)
Implemented Customer Self Service Portal based on SAP CRM 4.0 (WebDynpro) and SAP EP, Performed fit-gap analysis and prepared functional specs, Configured the Service Order Management and Complaint and Request management. Provided end user training

Symbol Technologies, NY, USA (Jul'05- Sep'05)
Provided production support and enhancements built on SAP CRM 4.0 & EP 6.0 for Lead to Order cycle, Marketing & campaign management.

ADP Inc, USA (Dec04-Jun05)
Performed the requirements gathering and business specification drafting and Configuration of Master Data Settings for Business partner / Product Master Objects to compliment process flows to implement SAP CRM 4.0 IC Win client

Sr. Systems Analyst, Accenture (Dec'03-Dec'04)

SIKORSKY (Aug04 – Dec04)
As a member of implementation of SAP SD team, Maintained Enterprise Structure and Master Data, including master data pertaining to all Business Partners, Material master, pricing elements and products. Defined customer account groups, partner functions. Created Number Ranges to Materials as well as Customers. Maintained Material Determination, Material listing and exclusion.

Johnson controls, Inc (Dec03 – Jul04)
As a member of implementation of SAP SD team, Maintained Master data setup, Pricing with all types of Discounts and Surcharges. Configured the sales documents such as Inquiries, Quotations, orders, delivery's and billing documents and also maintained special sales orders like Rush orders, Cash sale process and Consignment process.

Consultant, IBM. (Oct'03-Dec'03)

Siebel Inc. USA (0ct03-Dec03)
As Project Lead of Siebel 7.5.2 Server Components stabilization team responsible for offshore-onsite communication, coordinating offshore functional, performance and compatibility test teams,

Consultant, Intel Corp. (Jan'03-Sep'03)

As Offshore consultant for CRIS built on SQL server, Teradata, Java, SAP ERP, Cognos reporting tool

Software Engineer, Vanenburg Group, India (Jan'01-Jan'03)

As a Java developer of Cordys Web Collaboration Platform (WCP)m aintain the product requirements documents, trace matrices, and verification/validation documents, Coding, Unit testing , and checkin the changes daily build.

Education

Bachelor of Science (B.S) from Nagarjuna University (1994)
P.G.D.C.A from Shramik Vidyapeeth (1995)
Pursuing Digital Strategy from Harvard Extension School