

M Udaykiran Reddy

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Professional Summary:

- Having around **4.2** years of experience in Salesforce.com CRM Administration & Salesforce Support analyst, implementation including configuration and database activities.
- Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
- Good knowledge on **Sales cloud and Service cloud**.
- Experienced in web technologies like HTML, CSS, JavaScript.
- Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
- Designed Custom Formula Fields, Field Dependencies, **Validation Rules, Workflows**, and Approval Processes, Page layouts, search layout.
- Strong Knowledge in Sales force **Administration and Customization**, Data Validation, **Workflow Rules**, Approval Processes and Custom Objects and their Relationships (**Master-Detail & Lookup**), Profiles and Permission sets, **Sharing Rules** and Data Loader.
- Excellent experience working with Salesforce.com **sandbox, production environments**, and Force.com Plug-in environment using Eclipse IDE.
- Sound knowledge on Salesforce setup menu, **Configuration**, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
- Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, **Validation Rules, Workflows, sharing rules** and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Experience in data migration from MS-Excel, Outlook and Legacy Systems using Data Loader, and Salesforce.com Import and Export Wizard.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
- Proficiency in Managing users, Apps, Security controls, Proficiency in Domain Management, Data Management.
- Expert in Preparing Data Dictionaries, KT documents & Spreadsheets.
- Have an excellent knowledge on **SDLC**, and gone through all phases of the Life Cycle in the project development.
- Have excellent **Technical, Communication and Problem Solving Skills**.

- Very well in preparation of the **Test Cases, Functional and Technical Specification documents.**

Education Summary:

- B'Tech(ECE) from JNTU-Hyderabad in 2013.

Experience:

- Currently working with **Quench Soft Solutions Pvt Ltd** from JANUARY 2017 till date.

Technical Skills:

Force.com	Validation Rules, workflows and approvals, Reports, Dashboards, Standard Objects, Custom Objects, Classic Application, Sandbox provisioning, Deployments.
Tools	Import wizard, Data Loader, Classic Application.
Databases	SOQL, SOSL

Project Details:

Project #1 : Bain Capital
Role : Salesforce Administrator

Description:

Bain Capital is an American private investment firm based in Boston. It specializes in private equity, venture capital, credit, public equity, impact investing, life sciences, and real estate. Bain Capital invests across a range of industry sectors and geographic regions.

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
- Defined lookup and master-detail relationships on the objects.
- Created user Roles and Profiles, Permission Sets and security controls.
- Created the workflow rules for defining related tasks, time-dependent workflow actions, email alerts and field updates to implement business logic.
- We used Visual flow and process builder for automate the repetitive business processes.
- Worked on implementing field level security and audit trail setup.
- Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Closely worked with SalesForce.com teammates while implementing the solutions for the requirements.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.

Project # 2 : Benefit Mall
Role : Salesforce Administrator

Description:

Benefit Mall is a solution provider for HR, Payroll and Employee benefits for Brokers, Carriers and Employers. BenefitMall, Inc. provides products, services, and tools to help in the sales of employee benefits to businesses. The Company offers small and large group, individual, senior, stop loss, and alternative coverage through various different insurance companies. BenefitMall serves clients throughout the United States.

Responsibilities:

- Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
- Implemented Web-to-lead to track and solve leads from the website.
- Created different Workflow rules and Approvals for various campaign processes.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
- Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force, Force.com IDE.
- Developed and configured various Reports for different user profiles based on the need in the organization.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
- Extensively involved in Unit Testing using Test Methods using Force.Com utilities.

Project # 3 : SITA.
Role : Salesforce Support Analyst.

Description:

SITA is the world's leading specialist in air transport communications and information technology. It provides IT & Telecommunication services to air-transport industry. SITA services to around 400 members and 2800 customers worldwide.

Responsibilities:

- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
- Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
- Implemented/Implementing Security Settings and configured profiles and permission sets.
- Used force.com connects to interact Salesforce with lotus notes to insert contacts and add the emails and also integrate the chatter with same time (a feature for messaging within lotus notes) which is used within SITA.
- Used Salesforce Automation Process (SAP), Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Worked as enhancement developer and team member, performed the roles of Salesforce.com Developer and Administrator in the organization