NIKHIL KUMAR PADIGELA

<u>Contact</u>: 8162824212 **|** <u>E-Mail</u>: nikhilkumarpadigela@gmail.com **|** <u>Location</u>: Austin, TX

SALESFORCE SOLUTION ENGINEER, ADMIN & CONSULTANT 6X Certified

---

*Extensive experience in **managing Salesforce Product Suite /Development /Administration**; Play an imperative role to meet administrative needs of users to promote data/objects from development to production in Salesforce environment*

---

7 years *of experience in*

Salesforce Solution Architecture ✦ Project Management ✦ Business Requirements Elicitation ✦ Stakeholder Management ✦ Software Development Life Cycle ✦ Opportunity & Gap Analysis ✦ Mentoring ✦ Agile ✦ Waterfall

Current Certifications:	
• **Salesforce Platform Developer 1** • **Salesforce Platform App Builder** • **Salesforce Administrator**	• **Salesforce Application Architect** • **Salesforce Sharing and Visibility Designer** • **Data Architecture & Management Designer**

❑ **SUMMARY OF QUALI FI CATI ONS**

- Techno-functional skills in ensuring successful design & delivery of Salesforce implementations while defining **new process flows**, analyzing project scope and communicating business & technical concepts
- Well versed with **CRM processes** and recommend solutions to improve processes using SFDC for user and web service testing
- Captured business requirements and translating the identified requirements into technical/business solutions
- Strong understanding of Salesforce platform and SFDC development in implementing **Apex classes, Test classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL**
- Excel in **integrating AppExchange Applications and backend systems** using Salesforce
- Excellence in providing **cost-efficient solutions** and analyzing new modules and products in market and see how it fits our business
- Experience in merging business process at the time of acquisitions and integrating website with salesforce and other backend systems

❑ **T E C H N I C A L P U R V I E W**

Salesforce Technologies	Salesforce CRM, Salesforce Automation, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual force Pages / Components, Workflow & Approvals, Dashboards, Analytic Snapshots
Salesforce Tools	Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox, and Production), Sand box testing
Languages	Java, C# and .Net
Web Technologies	HTML, JavaScript, XML, CSS
Databases	Force.com DB MySQL, MySQL
ETL/Integration Tools	Force.com, Data loader
Platforms	Windows NT/2000/XP/Vista/7, Windows Server 2000/2003/2008, Linux, Unix
Project Management	Waterfall, Agile

❑ **W O R K H I S T O R Y**

Sr. Product Associate – Salesforce " Wayfair, Boston   **Dec'19 – Present**

Highlights:
- **15 Wayfair Recognitions** for delivering quality cost-efficient solutions at speed
- Focused on B2B operational excellence, a **$2.5B business unit** with over 1500 users
- Key Initiatives Implemented:
  - **Opportunity Management**
  - **Case Management**
  - **Lead Funnel & Account Management**
  - **Salesforce Major Release Management**

- Communicate extensively with various business user groups for requirements gathering and in partnership with stakeholders, develop a future vision for the company's Salesforce platform.
- Worked extensively with Sales Cloud, Visual Force Pages, Business Objects, Data Loader, Email Services and HTML
- Dedicated to delivering solutions in partnership with business stakeholder to effectively meet their needs, and effectively leverage out of the box functionality where possible, before looking to customize
- Lead a wide range of activities pertaining to organizational and Platform Health (e.g. User Management, Monitoring Governor
- Limits and Salesforce Major Release Management)

Environment: Saleforce.com, Sales & Service Clouds, Visual Force Pages, Storefront, GitHub, Business Objects, Data Loader, Email Services, HTML, Apex Classes, Apex Triggers, Proactive Monitoring, Custom Territory Management

Sr. Salesforce System Engineer "Clean Harbors, Norwell	**Sep '15 – Dec'19**

Growth Path:

Sep '15 – Mar '16	MIS Intern
Mar '16 – Apr '17	Analyst Salesforce
Apr '17 – Jun '18	Salesforce Solution Engineer
Jun '18 – Dec '19	Sr. Salesforce System Engineer

Environment: Saleforce.com, Sales & Service Clouds, Visual Force Pages, Business Objects, Data Loader, Email Services, HTML, Apex Classes, Apex Triggers

Highlights:

- Awarded **Chairman's Customer Now Award 2019** for improving business process and making it more cost-effective, seamless and time saving by **60%**
- Received **Best Employee Salesforce Award 2018** for making sales process seamless for sales users
- Implemented
  - **Pardot a marketing cloud/module** of salesforce and connected with sales and service clouds; ROI metrics expected in Oct '19 ○ Custom Territory Management; Replaced legacy process with Case Management and reduced processing time by 60%
- Used native Salesforce Quotes process implemented Q2C process in Salesforce instance; this process replaced back and forth email process and used legacy quoting systems to generate a quote, which takes 3-4 hours for field to get the quote

Key Deliverables

Salesforce Consulting:

- Specify, design & deploy enterprise solutions using the Salesforce Platform such as workflow rules, process builder, custom objects, and validation rules, and triggers
- Communicate ideas, concepts & suggestions to all levels of management while setting Salesforce implementation standards
- Develop in Visualforce, SOQL, Apex and other technologies to build customized solutions that support business requirements and drive key business decisions; Develop/maintain/execute Test classes
- Ensure the Salesforce.com solution design aligns to overall enterprise architecture and scales appropriately. Seek out ways to utilize SFDC to improve processes and productivity; promote configuration versus coding.
- Provide ongoing support to quickly fix identify system bugs and prompt resolution to technical challenges and business issues

Salesforce Administration:

- Develop reports, dashboards, and processes for internal business stakeholders; perform data administration tasks such as data loading, merging of duplicate records, and retirement of unused reports & dashboards
- Manage sales force features like users, profiles, Permission Sets, workflow rules, validation rules, handle Salesforce.com customization and oversee new releases as well as features roll outs

Requirement Gathering & People Engagement:

- Identify & verify the requirements of the stakeholders as well as end users with a focus to deliver appropriate solutions on the same by making efficient utilization of Salesforce Platform
- Interact with various business user groups for gathering the requirements for Salesforce implementation
- Partner with sales and service leaders to develop a vision for their future on the Salesforce platform
- Translate business requirements into detailed technical specifications and perform build activities to deliver a solution from the design to deployment
- Interface with stakeholders to analyze current systems and suggest suitable inputs on future development
- Coordinate with diverse teams to resolve issues related to implementations and migrations
- Effectively work with on-site/off-site development staff (remote teams) to accomplish SFDC project deliverables as necessary

❏ **E D U C A T I O N**

Master of Science (Computer Science) from University of Central Missouri, Warrensburg, MO.