RESUME

DILEEP REDDY T
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Career Objective

To work as a professional in a highly innovative firm that utilizes my skills and abilities effectively, from which I can develop my skills so as to make it more precise.

Experience Summary

- Having **12** years of experience on Salesforce Administration and Development,
- Currently working as a Senior Software Engineer with **Bourntec Solutions PVT LTD**, Hyderabad from September 2022 to till date.

Professional Summary

- Having 5.9 years of experience as an Administrator and Developer in Salesforce.com
- Experience in Requirement Capturing from client, Designing, Development, Testing and Deploying Sales force applications.
- Administers overall setup, configuration and maintenance of the Salesforce.com platform for the various divisions.
- Serve as daily monitor for the internal Salesforce Support inbox, acting as Tier 2 Support researching and diagnosing user issues. Disposition of items as Hot Fixes or deferred to the backlog.
- Experience in SFDC development using Lightning application, Lightning components, Aura components , Apex, Visual Force Pages , Triggers etc.
- Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.
- Supports the training department with new material for end users on the Salesforce.com application. When called upon, help to train the new and existing users how to use SFDC and related applications.
- Performs system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, pick lists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items.
- Work with custom workflow, notifications, approval processes, and Lightning Process Builder.
- Work with Data Integrity and Duplicate Management to help clean and dedupe lead, contact and account data.
- Conduct QA Tests on changes to Salesforce.com deployment including managing multiple sandbox instances
- Create and maintain documentation on processes, policies, application configuration and help related materials for users
- Develop reports and dashboards for various teams and departments throughout the organization. Guide them with self-service report writing and dashboard maintenance.
- Participates in cross-functional agile team that address strategic business issues involving CRM
- Participates in monthly development sprint including design documentation and testing
- Build strong understanding of SFDC best practices and functionality.
- Keep abreast of new of new SFDC features and functionality, and provide recommendations for process improvements
- Worked with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox Environments.
- Experience in Deployment Process to the other Environments (QA, UAT, STAGE, and PROD)
- Having good communication and interpersonal skills.
- Customizing the applications on Sales force platform and Force.com.

- Hands on experience on developing Triggers, Apex Classes and VF Pages.
- Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- Good experience in implementing Object Oriented Programming concepts in Software Development.
- Good analytical, verbal, written communication and interpersonal skills
- Windows Server Build: Spearheaded Server Builds as focal in RFS Server Build Team.
- Built virtual & physical servers from Windows Server 2008\2012 and 2016.
- Installed server OS and tools like McAffee,SCOM,SCCM,Q-Radar,TSM
- Applied & used Agile Methodologies to improve and achieved success in execution.
- Windows Administration: Knowledge on the monitoring part of various windows servers.
- Performed patching on various application and database servers
- Write post mortems of the issues seen and share with relevant stakeholders
- Preparing Issue Summary Reports on daily basis
- Basic troubleshooting on Windows SCOM.
- Writing and making use of windows PowerShell scripts for troubleshooting the issue.
- Ticketing Tools used : ServiceNow, Assyst,CA Service Desk ,UTS ,HP SD
- Unix Administration & Shell scripting : Knowledge on the monitoring of various unix servers
- Performed basic troubleshooting using unix scripts.
- Ticketing Tools used : Sockeye Peregrine,Falcon
- Network Administration: Knowledge on the monitoring of various networking devices.
- Health monitoring of network issues using Solarwinds Orion.

Skills Summary

CRM   **:** SalesForce
Force.com Technology   **:** Apex , VisualForce , LWC (Lightning Web Components), Aura Components
Web Technologies   **:** HMTL , CSS , JavaScript
Operating System   **:** MS-DOS, Windows NT/Server 2000/XP, Windows 2010,2012,2016,2019
IDE   **:** Force.com IDE
Programming Languages : Java , C , CPP

Others

- Windows Basics and Administration
- Windows SCOM Monitoring and Troubleshooting with Powershell.
- Database Basics and Administration
- Unix Basics and Administration
- Foundations of Unix scripting
- Network Basics and Administration
- Java,C,CPP, HTML,ShellScript, PowerShell Script

Education Summary

- M.Tech in Software Engineering from JNT University.

Work Experience : ATG Business Solutions Private Limited. - July'19 - Till Date

Roles and responsibilities:
- Understanding and analyzing business process and to design solutions.
- Created Custom Objects, Fields and Page layouts.
- Worked on Tracking History on objects using custom tracking.
- Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
- Designed the Data Model for the Application by Creating Objects, Fields and Relationships.

- Developed Apex Classes, Triggers and Visual force pages.
- Designed and developed Workflow rules / Approval Processes.
- Taking part in for data migration process for existing system from/into Salesforce.com.
- Created SOQL & SOSL for data handling using platform database objects.
- Involved in Weekly Status reports and Scrum calls.
- Participated and given knowledge Transfer sessions.
- Reports and Dashboards.

Work Experience : IBM India Private Limited. - January'17 – June'19

Roles and Responsibilities:
- Provided and supported Cloud managed services to clients.
- Troubleshooted the service related issues on cloud managed servers.
- Customizing the applications on Sales force platform and Force.com.
- Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules,
- Workflow and Approval processes, Sharing Rules.
- Ability to learn and adapt to new technologies quickly.
- Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of applications, Dashboards and various other components as per the client and application requirements.
- Good experience in implementing Object Oriented Programming concepts in Software Development.
- Good analytical, verbal, written communication and interpersonal skills

Work Experience : PAREXEL International (India) Private Limited. – February'16 - December'16

Roles and Responsibilities:
- Spearheaded operations as NOC Supervisor in Network Operations Centre Team.
- Handled Incident management and Problem management as per ITIL processes.
- Alert monitoring and health monitoring on windows and database servers.
- Performs basic troubleshooting on the windows and database servers.
- Writing RCA for the issues seen and share with relevant stakeholders
- Preparing Issue Summary Reports on daily basis
- Handled Ticket Monitoring using Assyst ticket Monitoring tool.

Work Experience : Deloitte Support Services India Private Limited. - March'15 – February'16

Roles and Responsibilities:

- Spearheaded operations as Senior Analyst in Network Operations Centre Team.
- Alert monitoring and health monitoring on windows and database servers.
- Performs basic troubleshooting on the windows and database servers.
- Windows Server monthly patch deployment with SCCM 2012R2
- Windows On-Call engineer providing 24/7 support to application owners and customers. Triage and resolve alerts within their SLA as they are detected by SCOM and SolarWinds
- Performed root cause analysis for servers and Performance Analysis of Logs in order to find the cause and resolution.
- Installed ESXi 4.1/5 Hosts, vCenter Server, updated manager and administered VMs across 2 Datacenters running 1200+ VMs.
- Deployed and created new VM guests with Windows Systems Administrator using Customized ISO Images templates
- Administered Windows 2003/2008 Active Directory, DNS, DHCP and built new windows physical/virtual server as per the requirement of the Canada Project
- Interacted with the global Wintel Engineering team regularly design solutions
- Monitoring the backup jobs on Commvault and Avamar backup tools
- Migrated cisco 3750 switches to cisco 3850, including all configurations, security, and cabling
- Managed services software experience in CA Service Desk ticketing system.

Work Experience : Tata Consultancy Services. - September'10 – March'15

Roles and Responsibilities:
- Spearheaded operations as System Administrator in Microsoft Operations Centre Team.
- Alert monitoring and health monitoring on Windows, UNIX servers.
- Performing basic troubleshooting on the unix ,windows servers and the network.
- Co-coordinating with other higher level teams for delivering the service with accepted SLA.
- Handled Alerts & Incidents using Sockeye & HPSD Monitoring tools, informing issues to field team, escalating issues to higher level to ensure the SLA.
- Handled Incident Management using HPSD ticketing tool, informing issues to field team, escalating issues to higher level to ensure the SLA.
- Handled Ticket Monitoring using IMC ticket Monitoring tool, informing issues to field team, escalating issues to higher level to ensure the SLA.

Certifications

- Salesforce Certified Administrator
- Microsoft Certified IT Professional (**MCITP**): Server Administrator.
- **ITIL V3** Certified with 85% score.

Personal Skills & Hobbies

- Excellent communication and inter-personal skills.
- Self-motivated, polite and hard-working.
- Can adapt to ever changing technologies and methodologies.
- Browsing Internet, cooking, listening to music.

Personal Information

Father name   : BRAHMANANDA REDDY

Date of Birth   : 15th May, 1986.

Marital Status   : Married

Passport No.   : R5959302

(DILEEP REDDY)