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Objective:

To be associated with an enterprise where my potentials, efforts, inter personal skills and knowledge in the adopted field will lead to a responsible position offering a high level of challenge and the opportunity for continued career growth and mutual benefit.

Experience Summary:

- Having 3.2 years of IT experience in Salesforce Administration.
- Effectively managing cloud computing CRM issues for salesforce customers.
- Serving as a salesforce administrator which includes working upon the cases raised by customers.
- Worked on classic and lightning App builder, Events.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- Formulating custom objects, fields including reports, dashboards, profiles, users, permissions sets, record types, page layouts, etc.
- Provisioning new and refreshed Sandbox environments by executing a post refresh set of instructions
- Managed user profiles across the organization and Implemented sharing rule across organization.
- Experience in working with Salesforce.com sandbox and production environments.
- Experience working with Force.com application packaging and deployment is a plus
- Strong practical deployment knowledge of VisualForce, Flex, Salesforce configurations, Apex classes, APEX Web services, API, AppExchange deployment.
- Experience working with Force.com application packaging and deployment.
- Hands-on experience with the configuration, deployment and expansion of Salesforce functionality by enabling new features
- Experience working with and managing multi-sandbox environments
- Drafting & implementing new enhancements including creation of custom objects, workflows, emails alerts & templates, and campaigns.
- Ensuring updating, extracting & deleting data for the users as requested with help of Data Loader
- Involved in migrating data into salesforce application using apex data loader through CSV files.
- Good knowledge on Sales Cloud and Service Cloud
- Having experience on Custom labels, **Custom settings** and custom metadata.

Educational Qualification:

B.Tech (2017) – JNTU-Hydrabad.

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.
Database System	SOQL, SOSL

Work Experience:

Salesforce Administrator at **Skilliantech India Pvt Ltd**, Hyderabad from **January 2018** to Till Date.

Project#1:

Title: WATSCO Sales
Client: WATSCO
Role: SFDC Administrator
Environment: Force.com, Salesforce CRM, Lightning Experience

Description:

Watsco, Inc. is the largest distributor of air conditioning, heating and refrigeration equipment and related parts and supplies (HVAC/R) in the United States. Watsco manufacturer of parts, components and tools used in the HVAC/R industry. We implemented the complete, end-to-end CRM solution for their business needs using Salesforce.com CRM and the Force.com platform.

Roles & Responsibilities:

- Handled all administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Managed Salesforce.com data feeds and other integrations.
- Coordinated the evaluation, scopes and completion of new development requests.
- Experience with git, the Salesforce Metadata API, sandboxes & deployment tools
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Worked on Sandbox and Production, Resolving production issues within the given time line with proper unit testing.
- Worked on Apex Data Loader for doing various data migration activities.

Project#2:

Title: Superior Industries sales & service app
Client: Superior Industries
Role: SFDC Administrator
Environment: Force.com, Salesforce CRM, Lightning Experience

Description:

Superior Industries is a leader in the manufacturing of cast aluminium and flow formed wheels. Superior Industries has grown to become the largest manufacturer of aluminium wheels for passenger cars and light duty vehicles in North America. Superior operates five manufacturing facilities employing approximately 3,300 people in the United States and Mexico.

Roles & Responsibilities:

- Created and managed User Roles, Profiles, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings
- Customized Applications, Page Layouts, Lookup Fields, Standard Related Lists, Tabs, and defined dependent Pick Lists.
- Defined Workflows and set up Workflow Rules, Tasks and Email Alerts and created Workflow Approvals.
- Looking at the login history table to spot any user lockouts, excessive login errors and unexpected IP address.
- Modifying the pick-list values and terms
- Customized Dashboards to track usage of productivity and performance of business centers and sales teams.

Project#3:

Title: GE POWER

Role: Salesforce Support Analyst

Description:

GE Power is an American energy technology company, owned by General Electric. In 2018, General Electric power plants produced one-third of the world's electricity. GE Power is divided into Gas power, Steam power and Power conversion services. GE has installed about half of all nuclear power plant steam turbines around the world. To automate its Sales related Activities and the Dealers activities info, it uses Salesforce CRM

Roles & Responsibilities:

- Interacted with business users and created many numbers of List views according to their requirements.
- Involved in setting up Profiles and assigning the Profiles to the users.
- Involved in setting up the Role Hierarchy and assigning the users as per the role.
- Developed Validation rules, Rollup Summary fields, and Cross Reference fields to meet business rules.
- Manage Salesforce releases with pre-sandbox review and testing of all new development functionality.
- Govern Change Management process from development sandboxes to production and across the development lifecycle. Ensure that all necessary changes are documented, reviewed, tested, approved and deployed
- Move code from lower sandboxes to production environment using Change Sets, Eclipse IDE and ANT Tools.