# AMITH S RAO
**CRM Functional Consultant/Developer/Production Support**
**Salesforce Functional Consultant, Production Support & Trainer** ☎ 9620588065
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## EXPERIENCE SUMMARY : SKILLS ON SFDC

➢ **10yrs of Total IT Experience**. **3yrs into Salesforce Consultant/Production Support** in MYLAN Pharmaceutical company, TCS & ESTUATE Pvt Ltd  Admin-201,401 & Development-501**.** Man Management at lead level**. 7yrs in Siebel CRM**.

➢ **Salesforce Consultant Trainer** on 201, 401, Platform1 & Platform2 with Training plans, Sessions, Documentation materials for my team. Deployment Process to Production. **My Salesforce Videos on YouTube : https://www.youtube.com/user/Talk2AmithRao**

➢  Served as **Functional Consultant** for **TataSky BroadBand** Application**.** Managing team of TCS developers for various requirements in their HOBS CRM application. Raising defect, closing defects-**GAP Analysis**.

➢  Siebel 7.5, 7.7, 8.0, 8.1, developing areas on Configuration, Scripting, Workflows & Testing. Worked on Actuate to BI Publisher 8.1.1 report conversion. EAI: Siebel Integration using Inbound and Outbound Web Services, testing WSDL"s using SOAP UI, Integration Objects.

➢ **Worked on Production Support** (Novo Nordisk) for the affiliates on shift basis with ticketing concepts and solving the Functional issues concerned to the **Life Sciences Application**. Production data load on EIM. **OPENUI** concepts on documentation and research.

➢  All phases of SDLC in CRM applications including the understanding of the Business process, Preparing Functional Design, Technical Designs, Functional Test Cases and unit test cases..

## EMPLOYMENT HISTORY

Working freelancer with Training on salesforce                    January 2020 till date
and Handling with the services on training,
 Trained in Agile manifesto and scrum master.


Mylan Solutions Pvt Ltd                                          Feb 2018 to Nov 2019
(Deputy- Manager, Production Support)                               (20 Months)


SAMPARK Software solutions Pvt Ltd                               Sept 2015 - Oct 2016
(CRM Business Analyst for TataSky BroadBand)                        (12 Months)


Estuate Software Pvt Ltd                                         Jan 2015 – Aug 2015
Sr Software Engineer (SFDC consultant)                              (8 Months)


Tata Consulting Services                                         Apr 2012 -- Dec 2014
Delivery IT Analyst (Siebel & SFDC consultant)                     (26 Months)


Mphasis Pvt. Ltd, Bangalore                                      Dec 2010 -- Feb 2012
Senior Software Engineer                                            (13 Months)


Accenture Services Pvt. Ltd, Bangalore                           Jan 2006 – Nov 2010
Software Engineer                                                   (58 Months)

## PROJECT EXPERIENCE

**Project Title:**        **Mylan Salesforce Application (Veeva, Myforce, MyDay)**
Duration:                 February 2018 –  Nov 2019
Location:                  Bangalore - Kadubeesanalli
Role:                     CRM Deputy Manager (Production Support)
In-sourcing application from Cognizant to Mylan & establishing support for newly Team of 9 for the business.

- Handling Health Checkup for both Veeva, MyForce maintaining backup activity for the entire org.
- Providing solutions for various tickets raised from Business, Data load & providing weekly status report for Delivery Management. Software coding work on Apex class, VFP, triggers on SOSL and SOQL.
- Managing Database refresh activity across all org & Training new comers on salesforce support activity
- Monitoring Veeva ticket rising & conducting meeting to know the root-cause, subjected across the issues across Salesforce Veeva Application.
- Reports and dashboards on to the Application data work on 23 countries.

**Project Title:** **TataSky Broad Band Application-Telecom**
Duration:            September 2015 - October 2016
Location:            Bangalore-MG Road
Role:                CRM Functional Consultant
Application:         HOBS CRMS Application
Billing Application: Elite Core Billing System
Other N/W Application: Network Inventory Management System (NIMS), Connected Device Management (CDM-TR069, Remotely Rebooting, Upstream, Downstream), Device Inventory, GIS etc.

Process Flows: **Feasibility Process** (RFS, ONT, Utilization), **Planning Team Process** (Switch, Port, GIS & NIMS Update)
**Lead Management Process** (Lead-Prospects-Customers), **Document Collection Verification Process** (CAF doc)
**Activation Process** (Installation signoff, Configuration, Consumption Report, Activate Services and initiate Billing)

- **Gather & Analyze business requirement (BRD)** with Business stakeholders and translate into detailed system requirement specifications.
- Basic integration protocols to talk to multiple vendors.
- Perform **Gap Analysis** comparing with **17 Processes**
- **Test all the functionalities (FRS)** before releasing them to business for **UAT phase**.
- **Presentations** on HOBS Application & **End Users Training sessions** conducted**.**

Delivery:
- Coordination along with vendors for development and testing along with **defect fix and closure**.
- UAT support and closure of UAT with business stakeholders.
- Functional Walkthrough with end users, Prepare **deployment plan** and checklist.
- Production Deployment and Transition to operations. Prepare the deliverables for vendors from delivery point of view

**Project Title:** **Zuora Billing System**
Location:            Bangalore. Estuate Pvt Ltd
Role:                Sr Software Engineer,
Application:         Zuora Quotes, Zuora for 360, Salesforce CRM

**Role Description & responsibilities: Admin-Developer**
Zoura billing Application integrated with salesforce for sales automation. This project was basically on the configured product catalog where the accounts and contacts deal with subscriptions on multiple products generating invoices and collecting of payments.

- Worked on Assignment Rules, Use Cases For External Objects, Workflows, Email To Case.
- Platform 1 & Platform 2: Visual Force Pages, Apex Classes(core java concepts-Oops), Triggers, Test class, Code coverage
- Worked on API Calls like the **SOAP API** and **REST API**
- Salesforce Lightning implemented in Apex classes to work with Static resource
- **Apex DataLoader**

**Project Title:** **FieldStorm – Retail, Real Estate property based**
Client:              India
Duration:            Apr 2013 – October 2014
Location:            Tata Consulting Services, Bangalore
Role:                **IT Analyst**
Application:         Salesforce.com

Role Description & responsibilities**: Admin-Developer**
- Profiles-Users-OWD-SharingSettings(Object Relationships**-External Lookup Relationship)**, Email-To-Case, Web To Lead, Email Templates.
- **Sales Cloud, Service Cloud**, **Quotes to Cash**, Order   Management life cycle to support the **Case** management level (Requests, Complaints, Trouble Tickets)
-- **Visual Force Pages**(apex tags) with HTML, CSS and Javascript. Using **Classes & Triggers** and checking the Logs (Trace Flags, Debug), **Apex DataLoader**.

**Lateral Project :**    **Siebel 8.1.1.7 tools & Clients, Oracle 11g, Putty, Wincp, BI Publisher Server 10.3.1.4**

- Siebel CRM Solution implemented as a technology enabled business transformation to replace presently used legacy system. Siebel 8.1.1.7 (efins). Siebel Finance module enables HDFC Agents to track and close the lead through product sales created within Siebel and by partners thereby bringing business to HDFC Life. OpenUI related documentation work.
- Worked as BI Publisher developer on reports working completely on coding and formatting (Integrated Objects, Integrated Components, Generating xml files)
- Uploading files onto the server, assigning the users access, maintaining rtf and xlf file.
- Debugging issues at server end with XMLP logs, EAIobjMgr logs and FINSobjMgr logs.

**Project Title:** **Novo Nordisk**
Client:                    Denmark, Germany
Duration:                Apr 2012 – March 2013
Role:                     Delivery IT Analyst (TCS), Bangalore
Operating Systems: Windows XP, Linux
Application:             Siebel 8.1 (ePharma)
Software used:        Siebel 8.1 tools & Clients, Oracle 11g, Putty, Filezilla 3.2.3, SoapUI 4.5.1
Middleware :           Antenna middle-ware and mobile solution( iPad Devices)

**Role Description & responsibilities:**
IO SELAS is a global salesforce process alignment project based on the day in the life of Sales Rep.Totally 9 affiliates been rolled out from different countries, Handling Calls on all these to discuss the issues and the new changes on ticketing.
- Preparing the dataload sheet corresponding to the script and running the EIM jobload using Filezilla and Putty using the .ksh script.
- Monitoring and Handling Weekly Status Report on tickets updating the NNIT.
- Preparing Monthly KPI Reports on tickets, Editing System Management documents on for every release.
- Preparing common Solution id's on each tickets for closing or resolving of tickets
- Knowledge transfer for the new comers on ticketing and functional area on SELAS application.

**Project Title:** **Amgen CRM COE Supplemental**
Client:                    Amgen, USA, - Mphasis
Duration:                Dec2010 – November2011
Role:                     Delivery SSE, Bangalore
Operating Systems: Windows XP
Application:             Siebel 8.0.0 (Pharma)
Software used:        Siebel 8.0.0 tools & Clients, Oracle

**Role Description & responsibilities:**
Amgen is the world's largest independent biotech firm. This project is aimed to Implement Siebel 8.0. This implementation mainly focuses on improving performance and adds new functionality and improvises the existing functionality to meet the growing needs of client.

Working with Workflows based on Emails using Email Integration and its Outbound Request. Prepared the Technical Designs for Workflow enhancements on keeping up the secondary servers when primary server is low. Worked on configuration issues with defect fixing for release.

**Project Title:** **XOM-ERP**
Client:                    ExxonMobil Global Service, Canada / Accenture
Duration:                Feb2009 – Nov 2010
Location:                 Bangalore, India
Role:                     SE
Operating Systems: Windows XP
Application:             Siebel 8.1.1 (Product Application report)
Software used:        Siebel 7.5 Tools, Siebel 8.1.1 tools & Clients, Actuate eRD Pro, BI Publisher Server, BI Publisher Client, Actuate to OBIP to conversion utility.

**Project & Role Description & responsibilities:**
The application is completely dealing with eInvoice and eChannel. The report speaks about the bills generated for the client to track record the quantity, quality and the Amount triggered for the XOM.
- Worked with Business Service, Integration Object and Integration Component.
- Creating BAS files, creating .rtf files, creating IO, Generating XML files, creating PDF files.

**Project Title:** **Quattro (Siebel COE Spain)**
Client:                    AstraZeneca, USA / Accenture
Duration:                Nov. 2006 - Dec 2008

Location:             Bangalore, India
Role:                 Software Engineer , Test Lead
Operating Systems:  Windows 2000
Application:          Siebel 7.7 (Pharma Application)

**Project & Role Description**

- Involved in Siebel Configuration creating business objects, business components and custom table extensions.
- Configured screens, Views, joins, links, Applets, Static and Dynamic pick lists, Multi Value Links, drilldowns and MultiValue Groups.
- Receiver of Internal Monetary Rewards for quality performance.
  I have been involved into the following activities for 0701 and 0702 releases:
  1 - Reviewing the Functional Design documents
  2 - Creating Mockups
  3 - Creating Detail Design
  4 - Application configuration
  5 - Unit Testing
  6 - Bug Fixing

  For 0702.1 release
- I have taken the ownership to handle the system test in AZ machine which was handled for the first time in Siebel COE Spain project in IDC.
- Raising the defect in SIR DB, opening and closing the issues like configuration, Test script errors, Data load etc.
- SIR status report to the supervisor and onsite team. CSS rating turned on to be 4.6 from 4.2
- Client appreciated the work as sterling performance because of the quality of defects raised.
- Was managing the Streamwise tracker updation, Application Change Tracker. Adhoc cab request.


**Project Title:**      **Telenor Patriots**
Client:               Telenor, Pakistan
Duration:             Jan 2006 - Oct 2006
Location:             Bangalore, India
Role:                 Software Engineer
Operating Systems:  Windows 2000
Application:          Siebel 7.7 (Call Center Application)

**Project & Role Description**

- Worked in AM Team with analysing issues and working on the Backend (Oracle).
- Did KT session for New Comers on the functionality of Project as well as relation between the Tables.
- Worked with Production Environment in running the EIM data load.
- Siebel configuration along with testing scenarios with unit and functional test.


| ACADEMIC INFORMATION | | |
|---|---|---|
| **Institution & University** | **Degree** | **Year** |
| Govinda Dasa College Surathkal/ Mangalore University | B.Sc (Computer Science) | 5/2002 |
| BMS College of Engineering Bangalore/ VTU, Belgaum | Master of Computer Applications (MCA) | 9/2005 |


**Certification**

- Certified "PRADHAN MANTRI KAUSHAL VIKAS YOJANA" (**PMKVY**) through Rooman Technologies for duration of regular 4 months course on **Java**.
- Training course under Cloud Academy for **SFDC-Platform 2** , planned for certification Admin, sales cloud, service Cloud


**Achievement**

- Was the Cadet Under Officer(CUO) for 18th Karnataka Battalion under Army NCC wing and Completed NCC "A" Certificate(Navy), "B" Certificate(Army) & "C" Certificate(Army).

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|---|---|---|---|---|---|
| Date of Birth: | 4th November 1981 | Sex: | Male | Location: | Mangalore, India |
| Languages Known: | Hindi English Kannada | Marital Status: | Single | Passport#: | L9071337 |

**AMITH S RAO**