 **Ravinder Upputuri **

 *(Senior Salesforce Consultant)*

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| **CONTACT ADDRESS** | **MAIL ID** | upputuriravinder@gmail.com |
| #7, Road no : 3Chowdaiah Layout,RT Nagar Post, Bangalore, India -560032 | **CONTACT NO** | (+91)9959604224 |
| **DATE OF BIRTH** | 01/09/1987 |
| **LINKEDIN PROFILE** | https://www.linkedin.com/in/ravinder-upputuri-4a08b083/ |

Career Profile

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| **Objective** |
| To work in the most challenging position with an organization that provides ample opportunities to learn and to contribute. |
| **Profile** |
| I am a Senior Salesforce Administrator/ Consultant with lot of exposure in Salesforce Implementation and Administration. I have handled many Salesforce and Force.com implementations for various clients from different industries across US, Europe & Australia. I have also got experience in implementation & administration of ATS, TargetRecruit. |
| **Professional Summary** |
| * Over 6 years IT Experience into Salesforce Administration & Implementation.
* Salesforce Consultation & Project Management.
* Business Analysis, Requirement gathering, Documentation & Collaboration.
* Data Migration from Different ATS & Databases.
* Team Management, Client interaction, Support & Training.
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Technical Skills

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| **CRM Applications** | •Sales Cloud •Data.com •Service Cloud •DocuSign •TargetRecruit •Conga Merge |
| **Marketing Automation** | •Act-On |
| **Key Skills** | •Salesforce Implementation •Salesforce Administration •Business Analysis •Project Management •Requirement Gathering & Documentation •Data Migration •End User & Administrator Training •Team Management •Quality Assurance •Pre Sales •Technical Sales•Analytics |
| **Tools** | •Data Loader •GoToMeeting •MS Office •Google Apps •AppExchange •Eclipse•Salesforce Flows •Salesforce1 •SalesforceA |
| **Certifications** | Salesforce Administrator – ADM 201 Salesforce Certified Service Cloud Consultant |

Academics

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| **QUALIFICATION** | **INSTITUTION** | **BOARD / UNIVERSITY** | **YEAR OF STUDY** | **PERCENTAGE** |
| **M.sc****(Computer Sciences Engineering**) | Karlstad University, Sweden. | Karlstad University | 2010-2013 | 60 Credits |
| **B.Tech****(Computer Sciences Engineering**) | CVR College of Engineering and Technology, Hyderabad. | JNTUH | 2005-2009 | 66% |

Work Experience

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| **Current Employer - Avankia Software Pvt Ltd** - Bangalore ([www.avankia.com](http://www.avankia.com)) |
| Working as “**Manager, Implementation Engineers**” from 16 th February 2015 to Till Date.Reporting to CEO & Working closely with Sales, Support, Development Teams and Consultants. |
| **Job Profile** |
| * **Project Implementation & CSM Role**
* Act as SPOC for customers
* Requirement Gathering and collaboration.
* Develop Data Migration plan, documents & Data Mappings
* Manage &co ordinate with various consultants for data migration & new requirements
* Co ordination with support team for deployment of TargetRecruit& other packages for Clients
* Co ordination with development team for the new requirements & features for the clients
* Deliver Training & Communication to users.
* New Clients On Boarding
* Up sell add on modules to clients
* **Support Management & Technical Sales.**
* Manage the support operations for Target Recruit.
* Assisting sales executives for selling Force.com, TargetRecruit& other add on packages
* Assist sales executives with RFI and PQQ from Clients
* Attend meeting with sales people for technical queries and solutions
* Prioritize & Assign cases to Support & Development team
* Manage the Support team members and assist them in closing the cases
* Communicate with development team for new features and bug fixes
* Track support operations using Salesforce CRM.
* **TargetRecruit Support.**
* Deployment of TargetRecruit application & other app exchange applications in Salesforce platform.
* Customization of Salesforce according to client requirements.
* Manage the SF instance using the standard aspects of the Salesforce setup menu.
* Create and manage custom objects and fields, workflow rules & Approval process.
* Setting up the security with Roles, Sharing Rules, Profiles, Page Layouts e.t.c,
* Develop and maintain custom reports and dashboards.
* Manual Testing of new releases and features.
* Give technical support for TargetRecruit clients using email, voice and online (GoToMeeting).
* Creating support documents and user guide for TargetRecruit ATS.
* Data migration using Apex Data Loader& DB Sync
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Engagement overview

**TargetRecruit**

TargetRecruit is an Applicant Tracking System which is built on Force.Com platform. This will help all Staffing Agencies and Recruiting Companies to automate their recruiting and hiring process. This is very easy to use, understand and can be customizable according to the requirement and available for Enterprise, Unlimited, Force.com, Developer Editions.

**Candidate Portal**

Candidate portal is a module which is integrated with TargetRecruit which will help End-user (Job Seeker) in applying a specific job through online (client’s website), which will make the job seeker as a job applicant to that specific job in TargetRecruit.

 candidate portal deals with various visualforce pages such as Job List Page, Job Detail Page and Job Application page. Coming to the details in Job List page we will have all the list of jobs and Job Detail Page we have Description if the Job and third page is for applying to that particular job.

**Job Broadcasting**

Job Broadcasting is an Integration module for TargetRecruit Application. Using Job broadcasting we can post jobs into various job boards like “Naukri”, “Monster”, “Seek” e.t.c., with a single click of button from TargetRecruit. For posting jobs into job boards, we have a third party vendor called Idibu where we can send jobs to idibu in an XML format. Idibu is having integration with various job boards and will post the jobs by using the XML provided by TargetRecruit

**Job Board Search**

Job Board Search is an integration module for TargetRecruit Application. Using Job Board search we can search for the candidates (Resumes) from different job boards like LinkedIn, Naukri, Monster e.t.c., For Searching of candidates from different job boards, we have a vendor called Daxtra. TargetRecruit is integrated to Daxtra and will be configuring different job boards in Daxtra database.

**Timesheet**

Timesheet is helpful for our client to manage the working hours and payroll of the placed candidates. Timesheets entries and approval of the time manages here for the contract staffing industries. All the approved time hours notifies to the accounting team for the payroll processing. Invoices and Bills will be generated based on the approvals of the candidate Timesheets.

**Prophecy Integration**

Prophecy integration helps Health care Industry staffing companies to conduct assessments for candidates to shortlist the best candidates in the industry.

**AccountingBook Integration**

AccountingBook is built on Force.com, you can leverage your investment in salesforce and run your Marketing, Sales, Support and Accounting all in one place. Customers can Store, Manage, Track, Analyze and Report financial data on cloud. AccountingBook works with both Salesforce and it can work along with your existing accounting system.

**ADP & Paychex Integraton**

ADP & Paychex are the leading payroll tools available in the market. We have done integration with these tools to provide inputs to these tools for payroll processing and the acknowledgement from the systems tracks back in the salesforce instance as an acknowledgement.

Personal Details

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| **Father’s Name** | U Venkateswara Rao |
| **Sex** | MALE |
| **Nationality** | INDIAN |
| **Marital Status** | SINGLE |
| **Religion** | HINDU |
| **Languages Known** | ENGLISH, HINDI & TELUGU. |
| **Home Phone** | +91 9959604224 |
| **Alternate Email ID** | Raviforu564@gmail.com |

Declaration

I hereby declare that all the statements made above are true to the best of my knowledge and belief.

Yours faithfully,

PLACE: Bangalore

 Ravinder Upputuri