

RESUME

Koteswararao Manam

Mobile: +91-9948013309

E-mail: manamk32@gmail.com



Objective:

To be the part of an organization, where I can utilize my knowledge, skills and attitude for mutual gains, and I establish my career in the field of salesforce administrator

Summary:

Salesforce Certified 201 Administrator with 2 years of experience in implementation and integration for two origin Business Administration. Skilled in creating functional dashboards and reports, trained over 110 users on Salesforce and increased revenue with integrating product tools.

Knowledge on **Batch apex, Triggers, Visual force.**

Professional Experience :

REDVUE TECHNOLOGIES PRIVATE LIMITED - September 2018

XT GLOBAL – May 2019 Present

Role and Responsibilities:

- Provide general support to all users
- Solving Tickets from the users
- Salesforce integrating with discover org
- Working with inside sales team and marketing team
- Experience working with Case Management, Email-To-Case, and Approval Processes
- Support Salesforce product owner with training of sales teams on correct SF usage
- Create custom objects, page layouts and reports, and customize and maintain dashboards for the global sales teams
- Customize Salesforce.com workflow and process builder and Maintain security such as user accounts, sharing rules , roles, field level security, content folder rights, groups, list view right
- Manage mass imports and exports of data and bulk amount data using data loader
- Self-directed learning, problem solving, and researching of system issues

Academic Credentials:

Degree	Year of Passing	Institution
Bachelor of Technology (CSEE)	2018	Malineni Perumallu Educational society
Intermediate (+2)	2014	Sri Chaitanya
SSC	2012	Oxford school

Software Proficiency:

- MS Office suite : MS Excel, MS Power point
- Operating systems : Windows 7, 8,9,10
- Languages : Apex , visual force
- Tools : CRM

Executive Strengths:

- Market Research
- Japanese language N5 certified

Declaration:

I do here by declare that the particulars of information and facts stated here in above are true, correct and complete to the best of my knowledge and belief.