**Sreepurna Konakanchi**

**Email:Sree.sfdc2013@gmail.com**

**Salesforce Administrator Phone:762-533-0804**

**Professional Summary**

* About 6 years of experience with Salesforce CRM Administration and Development
* Hands on experience in configuring Salesforce.com - Custom objects, Roles, Profiles, Page Layouts, Workflows, Process Builder, Flows, Validation Rules, Email Services, Reports and Dashboards.
* Working knowledge in Service Cloud, Sales cloud and Communities implementation.
* Administered Salesforce Customizations, Workflow, Approvals, Data Validation, Sales, Customer Service and Support.
* Extensive implementation experience of Salesforce.com org migration and integration with enterprise applications.
* Experience using demand tools.
* Experience in using Lightning UI and created Lightning components and Apps in salesforce Lightning
* Experience in writing SOQL and SOSL queries.
* Good experience in all phases of SDLC with expertise in Requirements Gathering, Analysis, Designing, Development and Testing.
* Worked in both waterfall and agile (Scrum) methodologies of software development life cycle
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills.

**Technical Summary**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Lightning Component, Dashboards, Workflow and Approvals, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool |
| **Custom Integration** | Outbound messages, Workflow and Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels and tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package and Custom Application and Sandbox data loading |
| **Programming Languages** | APEX |
| **Web Development Technologies** | XML, HTML, XHTML, DHTML, CSS3, JavaScript, WSDL, JSON |
| **Database Servers** | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, PL/SQL, RDBMS, MS Access, MySQL, DB2, TOAD |
| **Operating Systems** | MS Windows, Unix, Linux, Mac OS – 9/10 |
| **Software Development Methodologies** | Agile, Scrum, SDLC |
| **IDE** | Eclipse 3.x, MyEclipse, Dataloader, MS Visio, Force.com IDE |

**Professional Experience**

**Client: Fleetcor Technologies-Atlanta, Ga May19- Present**

**Role: Salesforce Administrator**

**Responsibilities:**

Fleetcor is specialized payment solutions help businesses control, simplify, and secure payment for fuel, general payables, toll and lodging expenses and leading the future of business payments with a culture of innovation that drives us to constantly create new and better ways to pay

* Developed various Salesforce custom applications, objects, page layouts in Lightning.
* Handled all Basic Administrative functions User Account maintenance, created and modified Reports and Dashboards, Workflows ,Process builder and other routine tasks of automation.
* Maintained multiple user profiles, role hierarchy, security, and sharing rules.
* Developed custom applications using Salesforce lightning design system.
* Efficiently worked with standard salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Ensured Data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.
* Used field level security along with page layouts to manage the visibility and accessibility of fields for different profiles.
* Used Community cloud to build deeper relationship with customers to provide better service and assist them through online
* Responsible for writing SOQL and SOSL queries with consideration of Governor Limits for data manipulation.
* Extensive implementation experience of Salesforce.com org migration and integration with enterprise applications.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Intracted with various Business Analysts and Developers to design better test plan and strategies based on the requirements.
* Involved in various user stories and worked with team to test in various sandbox environments and update fields.
* Manage operational requests and troubleshoot issues, working with diverse user groups in Jira and Chatter requests.
* Worked on different Lightning components like Process Builder, App Builder, Flows

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Lightning Component, Service Cloud, Custom Controllers, Workflow and Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Workbench.

**Client: Marquis Bank-Coral gables, FL Dec 17- May 19**

**Role: Salesforce Administrator**

**Responsibilities:**

Marquis Bank is a full-service community bank dedicated to serving business owners, professionals and investors. Marquis has successfully blended convenient state-of-the-art technology with personal attention to [create](https://www.marquisbank.com/news/professional-bank-and-marquis-bank-announce-strategic-merger) an exceptional banking experience for its clients.

* Designed and developed various Salesforce custom applications, objects, page layouts.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used field level security along with page layouts to manage the visibility and accessibility of fields for different profiles.
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed Workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Developed, launched and managed in-depth dashboards and reports for all team functions on both management and individual levels.
* Implemented Knowledge Dashboards & Reports AppExchange package for monitoring the usage of Knowledge Base.
* Involved in data mapping and migration of data from external sources to Salesforce.com Objects and fields.
* Implemented Knowledge for 250 users in Self Service Community.
* Migrating Classic to lightning experience and building Lightning components and pages.
* Maintained and supported various functional areas like Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes and Activities.
* Configured and maintained user security permissions in compliance with organizational needs.
* Designed various types of Email templates for auto response to customers.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component and Controllers), Lightning Component, Service Cloud, Pages, Data Loader, S-controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Carters- Atlanta, Ga Aug 16 – Nov 17**

**Role: Salesforce Consultant**

**Responsibilities:**

Carter's, Inc. is a major [American](https://en.wikipedia.org/wiki/Americans) designer and marketer of [children's](https://en.wikipedia.org/wiki/Child) [apparel](https://en.wikipedia.org/wiki/Clothing). Carter's, Inc. markets clothing and other children's products under several brand names. Other than its namesake Carter's brand, Oshkosh B'gosh, and Skip Hop, these labels are exclusive to specific retailers.

* Worked on Sales Cloud with Accounts, Contacts, Cases and Solutions to generate towards developing business.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Using Service Cloud worked on customer service automation with our partners and customers.
* Used Community cloud to build deeper relationship with customers to provide better service and assist them through online.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Designed various HTML Email templates for auto response to customers and partners.
* Used Apex Data Loader, Demand tool for migration of data into Salesforce.com from external systems.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesfoce.com, checking for correctness of the data.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow and Approvals, Reports, Security Controls, Eclipse IDE, WSDL, and Windows.

**Client: Xerox- Atlanta, Ga Aug 15 – Jul 16**

**Role: Salesforce Administrator**

**Resposibilities:**

NY MMIS is a mechanized claim processing and information retrieval system to support Medicaid. The Health Enterprise MMIS contains several modules that interface with each other to support the end to end workflow. MMIS supports entry, processing of claims and generation of remittance advices and payments

* Involved in Configuring application using VF pages to meet the business requirements.
* Created and customized Objects, Fields, Tabs, Profiles and Reports.
* Created and Customized Workflows and Approval processes.
* Created email templates with required merge fields.
* Manage operational requests and troubleshoot issues, working with diverse user groups.
* Worked alone and as part of a team with troubleshooting mechanisms.
* Data migration using the salesforce.com Data loader and import wizard and migrated data from MS Excel / CSV files to SFDC.
* Created Customized objects, Fields, relationships and record types.
* Created Visual force pages with standard and custom controllers.
* Customized tabs for among different business user’s groups and centers and customized different page layouts and assigned them for different profile users.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow and Approvals, Reports, Security Controls, Eclipse IDE, WSDL, and Windows.

**Education**

* Bachelors in Mathematics , Andhra University, Waltair, AP, INDIA.
* Diploma in Computer Applications

**Certifications**

* **Salesforce Certified Administrator**