Ratan Kumar Nampelly

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Offering nearly **14 years** of experience targeting; assignments in Solution Architecture within IT industry preferably in **Pune ,Mumbai, Hyderabad and Bangalore**

Profile Summary

- Goal-oriented professional with nearly 14 years of experience in salesforce domain including Project Management, Client Engagement & Consulting, Requirement Analysis, Software Design and Solution Architecture.
- Worked closely with software engineering and technical teams to ensure successful roll-out of the solution; collaborated with business stakeholders so that business vision and requirements can be addressed correctly
- Analyzed complex **functional & non-functional requirements**, made appropriate design adjustments, provided effort estimates to support project management
- Experienced in **Data Migration** using Import Wizard, Workbench and other integration tools like Apex Data Loader to export, import and update the data in the Salesforce production Organization
- Skilled in extracting and documenting business and technical requirements and to produce detailed report, plans and estimates
- Excellent in sales & Support and Finance (Budget & Forecasting)
- Functional knowledge in Salesforce.com, Oracle CRM on Demand and Project Migration

Work Experience

Mar'15– Present, Vodafone, Salesforce Manager, Pune, Maharashtra

Key Result Areas:

- Leading the global team with responsibilities that include a migration efforts, training Key Users, Salesforce.com CRM Support and data analysis and project management
- Assisting project team, build effective and productive key business stakeholders relationships
- Administering large-scale business application architecture and design efforts; establishing application architectures for various business functional areas; resolving integration and interface issues between various applications or systems
- Responsible to maintain product backlog with user stories to cover development effort for the upcoming sprints.
- Managing over 6,000+ SFDC users and their accessibility and permissions by role hierarchy, sharing rules and profile permissions

Project Undertaken

Name: Vodafone 1SF

Description: In This project is a development and support we are supporting 6000+ users who are using Salesforce.com globally. Assisting them for their problems while working with Salesforce.com application. The system interfaces with numerous external systems and includes various additional applications.

Environment: Salesforce.com Service, Sales Cloud, Data Loader, My Eclipse and Apex/Force.com,CPQ

Domain: Telecom

Duration: Ongoing

Responsibilities:

- Administering the Salesforce.com Vodafone Instances (Prod, Pre-Prod, UAT, DEV and other orgs)
- Gathering the requirements from stakeholders and markets and documenting the same and making trend analysis on existing issues and providing the best practices

Core Competencies

Competency	Rating
Agile and Scrum Methodology	●●●●○
Solution Architecture & Design	●●●●●
Requirement Gathering & Analysis	●●●●●
Technical & Business Analysis	●●●●○
Technical & Functional Specifications	○●●●●
Process Improvement	●●●●●
Change Management	●●○●●
People Management & Training	●●●●○

Certifications

- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Consultant (CON 201)
- Salesforce Certified Administrator (ADM 201)

Personal Details

Date of Birth: 24th December 1980
Languages Known: Telugu,Hindi,English,Sanskrit
Address: Bhekarainagar, Hapdapsar, Pune, 412308

Education

2007: Master of Computer Applications from Jawaharlal Nehru Technological University, Telangana, India

2004: Bachelors in Science (Computers) from Kakatiya University, Telangana, India

- **Submitting change requests as** part of **best practices/change** management and **accepting them for** approval and **implementation**
- Mentoring the team members on a daily basis and providing them with proper documentation as and when required
- Configured and customization of application as per requirements
- Managing and providing guidance to the local CRM SPOCs, Partners, Product Owners and Development team to achieve client satisfaction
- Analyzing the Trend of inflow and taking action to report the same to concern teams
- Leading production troubleshooting and 'War Room' Activities

May'08– Feb'15, Salesforce Consultant, Bodhtree, Hyderabad ,Telangana

Key result areas:

- Interacted with various business team members to gather the requirements and documented the requirements
- Participated in Requirement Gathering Sessions & JAD Sessions
- Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic
- **Worked** on **the** Agile and Scrum **methodology** for **the implementation of custom** Salesforce **application**
- Conducted the UAT with the Business users, and gathered feedback and provided the same to the Development team
- Provide functional leadership for Salesforce applications

Project Undertaken

Name: Salesforce Implementation for Manufacturing Industry
Client: Indian based Plastics Manufacturing Industries Ltd.
Designation: Consultant
Description: To improve sales forecast, actuals and its ease of use and implementation and integration with other applications. Salesforce CRM has integrated Salesforce with SAP data like Orders and Invoice.
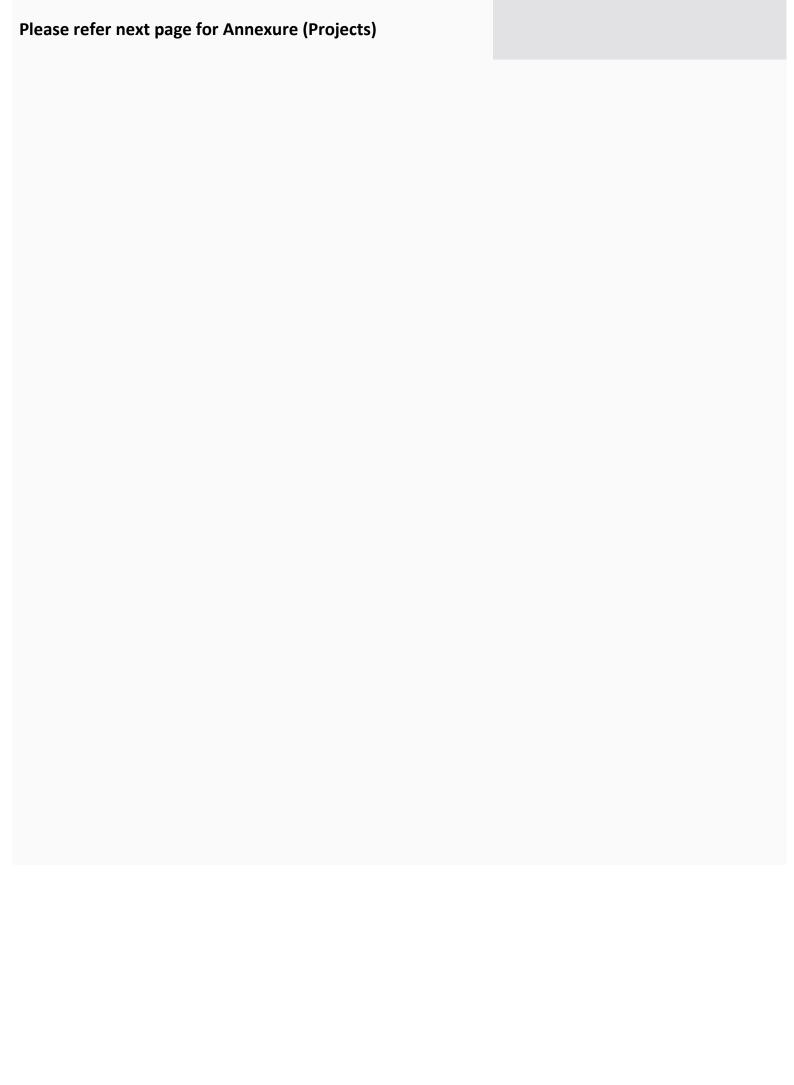**Environment;** Salesforce.com Sales Cloud, Data Loader, Eclipse and Apex/Force.com
Domain: Manufacturing
Duration: 8 months
Responsibilities:

- Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep
- Reviewed the test cases provided by the QA team, & provided feedback.
- Created user Roles and Profiles and sharing settings
- Used field level security along with page layouts to manage access to certain fields
- Implemented workflow rules and defined related tasks, email alerts, and field updates
- Downloaded and installed AppExchange packages like Google Ad words for campaigns and UPS for shipping
- Developed a web-to-lead functionality to vertrue.com site which directs leads to Salesforce CRM
- Produced various Reports and Report folders to assist managers for better utilization of Salesforce as a sales tool and configured various reports for different user profiles based on the needs of the organization
- **Shaped** custom **dashboards** for **manager's** home page and **provided dashboard** accessibility to authorized people
- Conducted GAP Analysis and enhanced business process by integration
- Customized objects, assigned fields, designed page layouts, custom tabs, components, custom reports
- Applied pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Coordinated with the developers & constantly track the status of work
- Conducted end-users training sessions for Sales users, Support users and Salesforce.com admin
- Worked with Data Loader and Force.com IDEs

Technical Skills

- Packages/Products
  - Salesforce.com
  - Lightning,LWC
  - Force.com
  - OCRMOD
- Operating Systems
  - Windows NT
  - 2000
  - MS-DOS
  - Linux
- Languages
  - Apex
  - SQL
  - Java
- Version Mgmt. & Development Tools
  - WinCVS
  - and
  - VM
  - Eclipse
- SFDC Tools
  - Data Loader
  - Salesforce to Salesforce
  - Force.com Explorer
  - Process Builder
  - Workbench
- Others
  - CPQ,
  - DocuSign
  - SUMO
  - Veeva CRM
  - Work.com
  - JIRA
  - Slack
  - Data.com

Please refer next page for Annexure (Projects)

Annexure

Project Name: SF Implementation for Pharma Laboratories

Description: The Client chose Salesforce CRM to automate their Sales Operations for its API and CPS Business Units for different divisions. The company is now targeting in enhancing salesforce.com for their sales process to improve its functionality, applications thereby centralizing CRM related activities in one application and optimizing the investments on salesforce.com. Dashboards are utilized to analyze sales opportunities, accounts, leads and campaigns. Implemented Case Management to address customer's feedback/problems.

Client: Pharma Laboratories
Designation: Consultant
Environment: Salesforce.com Sales Cloud, Web Services, jdk1.5, My Eclipse, Tomcat, Axis1.4, and Apex/Force.com
Domain: Pharma
Responsibilities:

- Assisted Application design and architecture
- Designed the requirements into detailed Technical Design documents
- Coordinated with the developers and constantly tracked the work status
- Monitored and coordinated with team members
- Reviewed code for the issues done by the developers
- Reported and released notes to the client after UAT is passed
- Downloaded and installed AppExchange packages like Google Ad words for campaigns and various Dashboards for Management View
- Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people
- Conducted GAP Analysis and enhanced business process by integration
- Led end-users training sessions for Sales users, Support users and Salesforce.com admin
- Worked with Data Loader and Force.com IDEs

Project Name: Salesforce Implementation for Manufacturing Industry

Description: It delivers end-to-end building solutions for commercial, industrial, logistics, aviation, agriculture, sports stadium and other sectors – powered by technical collaborations with global leaders, to surpass customer expectations through innovation, design versatility, world class service, high end engineering expertise and cost effective solutions

Client: Indian based Iron Manufacturing Industries Ltd.
Designation: Consultant
Environment: Salesforce.com Sales Cloud, Data Loader, Eclipse and Apex/Force.com
Domain: Manufacturing & Pre-Engineered services
Responsibilities:

- Generated Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, Account
- Configured security and organizational hierarchy for sales for salesforce implementation
- **Custom Page Layouts** for **Standard and Custom** Salesforce **Objects**
- Constructed reports for custom objects and associated them to Dashboard
- Designed and developed Workflows rules, Triggers, Validation rules and other customizations with Salesforce
- Administered Salesforce CRM applications for Sales, Marketing and Support Departments.
- Created multiple analytical reports, with varying degree of complexity
- Created APEX triggers, classes, test methods and visual force pages to implement custom functionality.
- Answerable for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, for checking integrity of the data
- Applied SOSL and SOQL queries during the data migration and custom development
- Implemented agile methodology in service based, reverse mortgage which is specialized for seniors
- Analyzed the business processes for the Five divisions in the organization that are using sales force
- Organized business and end user meetings for discovery, business needs gathering and gap analysis
- Assisted in Cycle time reduction during the process between the leads through opportunities, processing, funding, underwriting and till post-closing
- Set-up visibility securities like roles, profiles, field level securities. Set up person accounts in sandbox

Project Name: Salesforce Implementation for Pharma LTD Company

Description: To increase its pipeline visibility, improve sales forecasting and its ease of use and implementation and integration with other applications. Salesforce CRM has integrated Salesforce with Oracle EBS data like Sales, Budget, Orders and Invoice. Salesforce CRM should also benefit the sales users to assign certain tasks to the plant users (non-licensed Salesforce users) from Salesforce and the status updated by the plant users are reflected in Salesforce through emails by integrating Salesforce with popular emailing system Lotus Notes Server. Dashboards are utilized to analyze sales opportunities, accounts, leads and campaigns. Custom alerts notify users when a particular goal has been reached. Client API also implemented Case Management to address customer's feedback/problems.

Client: Pharma LTD.

Designation: Consultant

Environment: Salesforce.com Sales Cloud, Data Loader, Eclipse and Apex/Force.com

Domain: Pharma

Responsibilities:

- Designed the Functional & technical requirements using product capabilities
- Assisted in Application design and architecture
- Innovated the requirements into Detailed Technical Design documents
- Coordinated with the developers and constantly track the status of the work
- Monitored and coordinated with team members
- Reviewed Code for the issues faced by the developers
- Sent the reports and released notes to the client after UAT is passed
- Conducted end-users training sessions for Sales users, Support users and Salesforce.com admin
- Worked with Data Loader and Force.com IDEs
- Integrated EBS Suite with Salesforce

Project Name: Salesforce CRM Implementation for Manufacturing Firm

Description: Client is Air Conditioner product Manufacturing industry, Build and maintain long-term relationships with valuable customers by creating personalized experiences across all touch-points and by anticipating customer needs and providing customized offers. Provide the highest level of personalized service for all customers and give customers the communication channels they want.

Client: UAE based Air-Conditioner Manufacturing Industries Ltd.

Designation: Consultant

Responsibilities:

- Maintained the Contracts, Accounts, Budget information as Excel style formats and creating Visual Force Reports.
- Built Several Reports and Dashboards
- Integrated Microsoft outlook for synchronization of Contacts
- Wrote Several Triggers, Visual force pages and Apex Controllers
- Customized several page designs, work-flows and approval processes
- Supported customers regarding their queries
- Enhanced system and maintained the platform

Project Name: Salesforce CRM Implementation for Global Outsourcing Solutions Provider

Description: The Client service-oriented delivery process is built using six sigma methodologies and incorporates proven internal processes that enhance repeatability and reliability of service delivery. Their structured client engagement model successfully manages each stage of an implementation and takes you seamlessly through process mapping, knowledge transfer, training, transition planning, implementation, quality monitoring and on-going performance management.

Client: US and UK based Solutions Providers

Designation: Consultant

Environment: Web Services, IDE Tools and Apex/Force.com

Responsibilities:

- Assisted in business requirement gathering and analysis
- Helped in Setting-up of monitor, tune, and administer Sales Force CRM Enterprise Edition systems
- Implemented various work-flows and approval mechanisms
- Updated on relevant knowledge, skills, products and systems in order to manage processes effectively
- Conducted end-users training sessions for Sales users, Support users and Salesforce.com admin
- Customized writing work-flows, approval process, validation rules, creating custom reports, updating dashboards, creating analytical snapshots, creating time based workflow
- Worked on Single Sign on connecting to various systems seamlessly
- Developed a Portal to get Register from force.com sites
- Identified and administered SFA best business practices per business standards for functional processes

Project Name: Salesforce CRM Implementation to Agro Business Division for Micro Finance Sector

Description: Client as a leading business conglomerate in India, works mostly in the rural areas to extend their brand and business , to make their penetration successful in rural India they take part in the weekly market activates that happen in the rural India. These markets are called as "Haat"; it is the selling point for farmers to sell their products where potential buyer's mostly rural folks come from adjacent villages to buy the products.

Client: Micro Finance for Farmers

Designation: Administrator and Consultant

Environment: Web Services, IDE Tools and Apex/Force.com

Domain: Financial Services

Responsibilities:

- Maintained the Contracts, Accounts, Budget information as Excel style formats and creating Visual Force Reports
- Built several reports and dashboards
- Integrated with Microsoft outlook for synchronization of Contacts
- Wrote Several Triggers, Visual force pages and Apex Controllers
- Customized several pages design, work-flows and approval processes
- Supported customer regarding their queries
- Enhanced system and maintained the platform