



**Sudhakar N**

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## PROFESSIONAL SUMMARY

- Over 5+ years of experience in Salesforce as an Administrator.
- Excellent communication and interpersonal skills, accustomed to working in both large and small team environments.
- Good knowledge on Salesforce security system- Profiles, Roles and FLS.
- Hands on experience on Salesforce Application Support.
- Good problem-solving skills.
- Ability to proactively collaborate to team/project with best practices and solutions.
- Ability to transform business requirements to enhance the existing system.
- Worked in Salesforce with strong experience in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Flows, Reports, Dashboards, Tasks and Events.
- Hands on experience with features like Inbox, outlook, and Gmail integration with Salesforce.
- Configured and maintained user security permissions in compliance with organizational needs.
- Managed the UAT testing efforts with business users from legacy CRM systems.
- Experience in data migration using Salesforce import wizard, data loader, Workbench, Inspector.
- Played key role in UAT and training business users on SFDC system and process.
- Implemented chatter, communities, and Chatter groups for the internal communication.
- Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call centre, Chatter & App-exchange applications.
- Knowledge in building applications using lightning framework.
- Implemented sales force Custom Objects, Custom Fields, Role based page layouts, Custom Tabs, Custom Reports and Junction Objects (with lookup relationship and master detail relationship) as per user requirement.
- Experienced in Deployment from one environment to another using Changeset, Copado, and ANT Tools.
- Familiar with Agile Methodology, User Stories, Jira, Jenkins, GitHub, Huddle calls, Salesforce release planning calls.
- Worked on converting Workflow and Process Builder into Flows.
- Good at supporting Developer, Tester, and Resolving End user issues.

## CERTIFICATION

- Certified Salesforce Admin

## PROFESSIONAL EXPERIENCE

- Currently working as a Salesforce Admin in Atos Syntel, Pune since May 2017.

### Project #1:

<b>Project</b>	<b>Moody's</b>
<b>Customer</b>	Moody's
<b>Period</b>	March 2021 to Present
<b>Description</b>	Moody's Analytics is a subsidiary of Moody's Corporation established in 2007 to focus on non-rating activities, separate from Moody's Investors Service. It provides economic research regarding risk, performance, and financial modelling, as well as consulting, training, and software services.
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Managed upgrades and refresh of environments and sandboxes.</li><li>• Managed user setup, roles, and profiles for configuring data security and access controls.</li><li>• Extracted data from database using SOQL and SOSL queries in workbench environment.</li><li>• Designed, and deployed Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components to suit application needs. Customized Sales Cloud Account, Contact, Lead and Opportunity objects with multiple record types to support consulting, recruiting, and product sales business.</li><li>• Expertise in working with case management configured web to case implemented email to case to convert incoming customer email into cases in Salesforce, configured the case assignment rule.</li><li>• Involved in creation of custom Web to lead forms and campaign to lead forms.</li><li>• Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.</li><li>• Designed Validation Rules along with Roll-Up Summary Fields to maintain data quality and data consistency.</li><li>• Implemented Many-to-Many relationships and created Junction objects to implement Roll-Up Summary fields to aggregate data from child records on the parent.</li><li>• Worked with data migration using Salesforce data loader, Import wizard, Workbench, and Inspector.</li></ul>

**Project #2:**

<b>Project</b>	<b>Close Brothers</b>
<b>Customer</b>	Close Brothers
<b>Period</b>	November 2019 to March 2021
<b>Description</b>	<p>Close Brothers Group plc is a UK merchant banking group, providing lending, deposit taking, wealth management and securities trading.</p> <p>The Banking division provides lending to small businesses and individuals. They also offer deposit taking services to UK businesses and individuals. In Securities, they provide trading services in the UK through Winter flood, a market-maker. Close Brothers Asset Management provides a range of financial advice, investment management and on-line investing services. Close Brothers employs over 3,000 people, principally in the UK.</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Experience performing data clean-up and/or data migration to and from Salesforce.com</li><li>• Maintained multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.</li><li>• Responsible for the creation of permissions and restrictions for users; including log-in restrictions and IP access.</li><li>• Worked with custom workflow, notifications, approval processes, and Lightning Process Builder</li><li>• Supported the training department with new material for end users on the Salesforce.com application. When called upon, help to train the new and existing users how to use SFDC and related applications</li><li>• Kept abreast of new of new SFDC features and functionality, and provide recommendations for process improvements</li><li>• Analysed and completed data manipulation through Data Loader and Workbench Tools for importing/updating/deleting records in multiple Salesforce.com Instances.</li></ul>

**Project #3:**

<b>Project</b>	<b>Deutsche Bank</b>
<b>Customer</b>	Deutsche Bank
<b>Period</b>	October 2018 to November 2019
<b>Description</b>	Deutsche Bank AG is a German global banking and financial services company. The bank offers financial products and services for corporate and institutional clients along with private and business clients.
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Managed Salesforce roles, profiles, sharing rules, workflows, and groups.</li><li>• Created the Salesforce workflow rule and validation rule, Role, Profile, Permission set, public group, list of views, Page layout, Report and Dashboard and object.</li><li>• Worked on Outbound messages.</li><li>• Imported sales department leads, contacts, and other data.</li><li>• Evaluated and installed new Salesforce releases, as well as providing training and support.</li><li>• Used the Debug Log and System Log Console to catch exceptions.</li><li>• Worked on lightning for customizing homepage of a User.</li><li>• Worked on lightning to overriding standard contact edit and detail views.</li></ul>

**Project #4:**

<b>Project</b>	<b>Cummins Inc.</b>
<b>Customer</b>	Cummins Inc.
<b>Period</b>	April 2017 to October 2018
<b>Description</b>	Cummins Inc., a global power leader that designs, manufactures, distributes and services diesel & natural gas engines & engine-related component products, including filtration, after treatment, turbochargers, fuel systems, controls systems, air handling systems and electric power generation systems
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Created accounts, tab, fields, and schema builders to define relationships.</li><li>• Implemented and customized Salesforce customer relationship management CRM for Marketing, Sales, and Case Management.</li><li>• Created Visual force pages to provide customer status to sales team and executive team based on different geographical location filters.</li><li>• Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them and to share insight across the company.</li><li>• Created user groups and configured workflows and assignment rules to enable proper routing of leads to the marketing members.</li><li>• Created Various Reports summary reports, tabular reports, matrix reports and Report folders to assist Service managers to better utilize Salesforce</li></ul>

	<p>and configured various Reports and for different user profiles based on the need in the organisation.</p> <ul style="list-style-type: none"><li>• Created case escalation rules to escalate cases automatically if they are not resolved within a permitted time.</li><li>• Designed and modified Approval processes and created Approval steps which used email alerts and field updates.</li><li>• Worked with Approval processes that used Email Approvals and Parallel Approval steps.</li></ul>
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