## Vijay Kumar C M

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## 8749078044

**Linked In ID: https://www.linkedin.com/in/vijay-chinnakanna-71235a192/**

## SUMMARY

* Around 5 years of IT Experience and in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Proficiency in SFDC Administrative tasks includes creating Profiles, Roles, Users, Page Layouts, Email Tasks, Approvals, workflows, Reports and Dashboards.
* Experience in Agile methodology and involved in grooming, planning, retrospective sessions, program increments and scrum calls.
* Expertise in Salesforce.com setup, Administration, Configuration, Customization, Data Migration, Mapping and implementations.
* Hands on Experience in creating Process Builder, Validation rules, Assignment rules, Sharing rules, Custom objects, Custom fields, Page layouts, Reports, Dashboards and various other components as per the client and application requirements.
* Proficient in working with Administrative tasks like creating Custom Profiles, Roles, Users, enabling Email Services, and setting up record Sharing Rules using Organization Wide Defaults.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Good knowledge on Salesforce tools such as Workbench and Data Loader.
* Have knowledge in implementing various advanced fields like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates & Email generation according to application requirements.
* Experience with Salesforce Lightning Components, Lightning connect and Lightning Pages.
* Experience with data migration and updates through tool App Exchange Data Loader in Salesforce.com.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflow Actions and Approval Process.
* Having administration experience on CRM applications like data exports &imports, application supports security administration, maintenance, and user &security management.
* Knowledge on salesforce support communities and Chatter group
* Experience in Einstein analytics (Tableau)
* Apttus Conga CLM certified

## TECHNICAL SKILLS

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| --- | --- |
| **CRM** | Salesforce.com |
| **SFDC Technologies** | Lightning components, community Portal, Customization, Visualforce, API, Validation rule, Visual Force Pages-Controls, Workflow & Approvals, Dashboards, Data Loader, Reports, Analytic Snapshots, Custom Objects. |
| **Web Technologies** | HTML, CSS, XML, JavaScript |
| **Methodology** | Agile (Scrum). |
| **Tools** | Data Loader, Eclipse, Salesforce, Apex |
| **Databases** | SQL Server, MySQL, SQLite, MS Access. |

## PROJECTS SUMMARY

**Bioclinica, Bangalore. April 2016 – Sep 2019**

**Website Address** - https://www.bioclinica.com

**PROJECTS AND WORKS**

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| --- | --- |
| Project | **Bioclinica sales cloud implementation** |
| **Client** | Bioclinica |
| **Role** | Salesforce Administrator |
| **Duration** | June 2016 – September 2019 |
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**Project Description:** Bioclinica helps companies develop new life-improving therapies more efficiently and safely. Successful clinical trials require the ability to see key details and uncover hidden insights, and Bioclinica’s scientific, medical, and domain experts bring a unique mix of insights across the product lifecycle to reduce “pain-points” and enhance development efficiency and effectiveness.

**Primary Responsibilities:**

* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among
* Developed custom objects, custom fields, custom Tabs, Field dependencies and Validations.
* Developed triggers and classes on various objects for business logic according to requirement.
* Custom objects created and for those Validation Rules, Workflows and Approval process also created
* Created various reports and dashboards and designed various Web Pages in Visual Force.
* Designed and developed Apex Triggers for various functional needs in the application.

**CSG International private LTD. Sep 2019 to Till Now**

**Website Address** - https://www.csgi.com

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| --- | --- |
| Project | **CSG Lightening sales cloud implementation** |
| **Client** | CSG |
| **Role** | Salesforce Administrator |
| **Duration** | September 2019 – present |

**Project Description:** CSG delivers innovative customer engagement solutions that help you acquire, monetize, engage and retain customers. Let’s work together to tackle and overcome your biggest business challenges.

**Primary Responsibilities:**

* Development, implementation and update focusing on Sales cloud.
* Created various Reports: summary reports, tabular reports, matrix reports and Report Folders to assist Service managers to better utilize Sales force and configured various Reports for different user profiles based on the need in the organization.
* Test and trial with Sandbox and Development environment features
* Create case escalation rules to escalate cases automatically if they are not resolved within a certain period.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Used Salesforce Marketing cloud connector v5 to connect multiple salesforce Orgs
* Experience working with Standard Sales Analytics application in Einstein Analytics (Wave Analytics).
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Use of Advanced Excel to collaborate and update reports from CRM to CSV Excel platform.
* Used Sales Force Automation for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Interacted with business user groups to gather requirements to do a support portal POC using Lightning and get an understanding of the timeline and overlap with customer portal.
* Designed a federated search to anonymous and authenticated data sources and also worked on componentizing the page using the Lightning Components.
* Added a design resource to the Lightening Component Bundle and made it a dragon drop option in the Community Builder and Lightening App Builder.
* Worked on Agile Scrum methodology.
* Experience in handling all user regarding Apttus Conga CLM issues.

**EDUCATIONAL QUALIFICATIONS**

**B.C.A**

Rabindranath Tagore University

* Year of Passing : 2018

**Chartered Accountant (CA) course disconnected at 2014**

**Board of Intermediate Education, AP**

* Sri Chaitanya Academy Junior College (M.P.C), Tirupati.
* Year of Passing : 2010

**State Board of Secondary Education (SSC), AP**

* Bhashyam high school.
* Year of Passing : 2008

**ACHIEVEMENTS**

* Pat on the Back Award .
* Appreciation from Client for response time and for suggested functionality solutions.
* Extra bonus from client for implementing and support Apttus in salesforce

**PERSONAL INFORMATION**

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| Name | Vijay Kumar Chinnakanna Muni |
| Linguistic Proficiency | Telugu, English, Hindi |
| Email id | [c.muni.vijaykumar@gmail.com](mailto:c.muni.vijaykumar@gmail.com) |
| Passport No. | M5798721 |
| Mailing Address | D.no: 20-3-130,  Shiva Jyothi Nagar, opp to municipal park,  Tirupati, 5170507. |

**DECLARATION**

I hereby declare that the above furnished information’s are true to the best of my knowledge.

**Signature,**

C M Vijay Kumar