**Career Objective**

To secure a challenging position in a reputable organization to expand my learning, knowledge, and skills. Also, to fully utilize my training and skills, while making a significant contribution to the success of the organization.

**PROFESSIONAL SUMMARY**

* Total 07 yrs of IT experience & 04.5 yrs in CRM domain (Handling the clients, conducting proof of concept on client features & sharing the same with clients, Proceeding for requirement gathering, Providing solutions & coordinating with team for any customization implementation, testing the features, production deployments, Playing a demo on released feature & documenting at all stages).
* Worked as Salesforce Business Analyst for Sodexo in Qatar from 04th Jan 2020 to Mar 2021.
* Worked as Salesforce Business Analyst for AA Group of Companies **in Muscat** from Aug 2013 – September 2019.
* Expertise in workflow configuration.
* Expertise in security configuration.
* Strong communication skills in business counterparts globally.
* Qualified in identifying business requirements.
* **Participating with engagement stakeholders to understand strategic and operational needs, capture requirements, identify gaps, and translate these into technical solutions & implementing the same into Salesforce org.**
* **Implementing & Managing Daily administration and support of Salesforce database. Working on enhancements/change requests, managing multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts, validations, permission sets, approval processes, sharing settings, Reports, Dashboards, merging records, Data.com, Cleaning Data, Single Sign-On, Handling Support Cases, Monitoring, Data Backup, Configuring/Supporting Salesforce mobile app, Data Loader, Apex Classes, Triggers, Visual force pages, batch classes, REST API.**
* **Followed Agile approach, attending stand up call every day, creating user stories, updating the status of user stories & Closing them when deployment completes.**
* **Enthusiasm for learning new business models and tools.** **Experienced in handling team of Salesforce developers.**
* **Liaise between business teams, technology teams, and support teams**
* Good English speaking & writing skills.

**Technology Experience & Skills Summary**

Operating Systems : Windows XP/7

CRM Tool : Salesforce.com(SFDC)

* Salesforce Technologies : Customization, Force.com, Deployment, Data Migration,

Workflow Rules, Approval Process, Sharing rules,

Permission sets, Reports, Dashboards, Apex Data Loader,

User setup, profiles and roles, customization of objects,

Fields, record types, page layouts, validations, approval

Processes, sharing settings, Reports, Dashboards, Merging

Records, Implementing Territories, Cleaning Data, Handling

Support Cases, Monitoring, Data Backup, Salesforce1, Data

Loader, Single-Sign-On, Salesforce1, Apex Classes, Triggers,

Batch Classes, Test classes, Visualforce pages, test classes, REST API.

**Client/Project:** Sodexo

**Company**: AA group of companies.

**Technologies**: Salesforce.com Communities, Workflow Rules.

**Role:** Salesforce Functional Consultant

**Team Size:** 2

**Description**

Sodexo is a big player in food & facility management industry. Sodexo facilitates clients mostly with food contracts as service. Sodexo serves many sectors, including private corporations, government agencies, schools from preschool through university (including seminaries and trade schools), hospitals and clinics, assisted-living facilities, military bases, and prisons. As of 2016 subsidiary Sodexo Justice Services operated support services in 122 prisons in eight countries.

Automated features like Creating campaigns, generating leads from different sources, Lead conversion process, Opportunity management, Quotes, products, pricing, SOW, Sales Orders, Single sign On with SAML 2.0, etc.

Also, implemented custom applications like Chase List (Pre-lead process), Pursuit of profile (Lead Scoring), Revenue pipeline, Community cloud implementation

**Responsibilities**

* Interacting with Heads of Marketing & Sales Teams for requirement gathering.
* Collecting requirements, converting functional requirements into technical solutions, taking care of implementation & documenting at different stages.
* **Implemented Data Analysis & found the Sales Data Patterns & Suggesting the changes in Sales/Marketing process for improving Sales.**
* **Updating the product list regularly, Customized the pipeline revenue in calculating month wise with head count required.**
* Requirement management, Planning & Monitoring sprint deliverable / validating outcome.
* Followed/Implemented the project delivery in AGILE methodology.
* Implemented configuration & enhancements wherever required. Coordinated with developers for any customization implementation.

**Company:** AA Group of Catering Companies.

**Client/Project**: HCL Technologies/**RSA Sales and Service Cloud implementation, USA**

**Technologies**: Salesforce.com, Partner Portal, Customer Portal, Customization

**Role**: Salesforce.com Functional Consultant

**Team size**: 3

**Description**

RSA has multiple applications developed for its customers and partners to enhance its performance globally. The application contains a sales module for tracking and reporting of sales performed across its global partners based on their regions, managing partners with training and certifications for various products. Campaign management across the organization is implemented. The service module of the application allows the customers for logging cases and tracking them.

**Responsibilities:**

* Played **Consultant** role in the project. Involved in planning, design, and oversight of the building the system.
* Coordinated with developers in implementing the customization of Partner accreditation process (Online test for partners to check the knowledge level & generating certifications).
* Taken care of configuration wherever required.
* Testing all the features in sandbox & writing test cases with all covered scenarios. Creating the documents like Technical Specification, Deployment document before validating the change sets for deployment.
* Also, played as deployment engineer & taken care of deployments.

**Role**: Salesforce.com Functional Consultant

**Company:** AA Group of Catering Companies

**Client/Project**: HCL TECHNOLOGIES LTD/ **SilverTail to RSA - Salesforce Data Migration**

**Technologies:** Salesforce.com, Apex Data Loader, MS Access Database

**Team size**: 2

**Description**

This Project describes the process required for the data migration from SilverTail SFDC instance to RSA SFDC instance. The objects and the required fields are identified and the related data obtain from SilverTail SFDC instance. The data will be extracted from SilverTail SFDC instance and loaded into the RSA SFDC instance using Apex Data Loader.

**Responsibilities:**

Played Admin role & implemented the project end to end.

Using Microsoft Excel/Access & converted data as required.

Identified Source fields with Target Fields.

Using Apex Data Loader uploaded data into sandbox.

Validated Data multiple times in different sandboxes.

**PERSONAL INFORMATION**

Name : Chandra Shekar

Sex : Male

Hobbies : Listening to Music

**HIGHEST QUALIFICATION**

Course Name : Bachelor Degree

University Name : Sri Krishna Devaraya University

**DECLARATION**

I hereby declare that the information given above is true to the best of my knowledge.

Chandra Sekhar.