



## SREEKANTH N

**Mobile:** +91-6302987121

**Email:** sreekanth.naraboina1267@gmail.com

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### Professional Summary

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- Having 5+ years of comprehensive experience in Software industry.
- Created Profiles, Roles, Custom Object, and Reports and also created new User accounts and configure Salesforce to fit Security needs at the User and Organization levels etc.
- Experience in developing Page Layouts, Approval Process, Workflow Rules and Process builder etc.
- Experience on Visual Force Pages, Batch Apex and schedule Apex.
- Knowledge on Triggers, Test classes and Data integration.
- Worked on Migration code and configuration from the Dev Sandbox to Production using Change set, Eclipse Force.com IDE and Ant Migration.
- Extensively used Apex Data Loader, Data Import Wizard, Workbench, Dataloader.IO for Data Migration Activities.
- Experience in Service Cloud concepts like Case management, Escalation rules, Assignment rules, Auto response rules, Email to case, Web to case.
- Extensive experience using Salesforce Administration (SFA), Creating Record types, Org-Wide default and sharing rules.
- Having good experience on Relationships, Apps in salesforce
- Having Knowledge on CPQ Steel brick implementation.
- Having good experience on Validation rules in Salesforce.
- Experience on SOQL, SOSL queries across multiple objects in SFDC database
- Having Knowledge on Marketing cloud, Email Studio and Social Studio.
- Excellent domain knowledge on ERP Applications: CRM.
- Ability to adept for any environment such as working with small or large teams or independently and excellent analytical, communication and inter-personal skills.

### **PROFESSIONAL EXPERIENCE:**

- Currently working as, a Salesforce Admin/Support Specialist from Jun 2018 TO till Date **Infosys Limited** in Hyderabad.



- I have been worked as a Salesforce System Specialist from March 2017 TO Jun 2018 **People Tech Group** in Hyderabad
- I have been worked as a Salesforce Consultant from July 2015 TO Sep 2016 **CapGemini India Pvt Ltd** in Hyderabad

## Work Experience:

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### Project 3:

**Client** : ConAgra Brands  
**Role** : SF Service/Marketing Cloud  
**Duration** : July 2018 to till date

### **Description:**

The Conagra Brands, Inc. is an American packaged foods company headquartered in Chicago. Conagra makes and sells products under various brand names that are available in supermarkets, restaurants, and food service establishments. Apart from the basic functions and features available at the Salesforce.com ("SFDC"), configuration and customization has been performed on the Service Cloud tool to make the tool better suit Conagra 's customer relationship management business processes. The purpose of this "Service Cloud: The Consumer Care Application" document is to transfer the knowledge on setting up and managing the key Conagra specific functions for the Service Cloud tool.

### **Roles and Responsibilities:**

- Go through the requirement documents and raise queries for clarification from business analyst in daily meetings.
- Involved in Application setup activities and customized the apps to match.
- Created custom objects, tabs, fields, page layouts as per Business Requirements.
- Developed Triggers, and Visualforce pages for applying the business logic on Database events.
- Designed and developed Workflow rules for generating mails and Tasks & Approval Process for approvals
- Involved in Application setup activities and customized the apps to match.
- Created custom objects, tabs, fields, page layouts as per Business Requirements
- Prepare the test scripts for Build items based on the business requirement documents
- Raised the queries when requirements not clear or not understandable
- Assign issues to right person via tracking sheets in the shared drive.



- Schedule daily call to the whole team for to avoid the escalations in the team
- Optimizing Triggers, and Visualforce pages for applying the business logic on Database events.

## **Project 2:**

### **Fullcast.io**

<b>Client</b>	: Full cast
<b>Role</b>	: Salesforce Admin
<b>Duration</b>	: Mar 2017 to Jun 2018
<b>Environment</b>	: Salesforce

**Description:** The fullcast.io platform delivers an agile sales operations infrastructure for scaling the most challenging aspects in supporting the design, rhythm and motion of growing sales teams.

### **Roles and Responsibilities:**

- Creating standard tabs and defining their functionality.
- Customized different page layouts and assigned them for different profile users.
- Writing workflow rules to send automated email using templates.
- Analyzing the technical requirements. Provides reports, dashboards, automating workflows & Approval Process using SFDC Administration.
- Maintain and enhance and create Visualforce pages and validation rules.
- Unit test code coverage and deployments.
- Worked on different Standard and Custom objects and record types, Sales Path.

**Environment:** Salesforce platform, Visualforce (Pages), Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Email Service, DataLoader.io.

## **Project 1:**

### **Billing CSS**

<b>Client</b>	: Farmers
<b>Role</b>	: Salesforce Admin/Support
<b>Duration</b>	: July 2015 to Sep 2016
<b>Environment</b>	: Salesforce

**Description:** Farmers billing project helps to enhance Farmers client in billing module on a new integrated Salesforce web platform. This project helps to create a consistent customer experience, improve customer design and functionality, better leverage Enterprise tools and improve speed to market.



## Roles and Responsibilities:

- Creating standard tabs and defining their functionality.
- Customized different page layouts and assigned them for different profile users.
- Writing workflow rules to send automated email using templates.
- Analyzing the technical requirements. Provides reports, dashboards, automating workflows & Approval Process using SFDC Administration.
- Maintain and enhance and create Visualforce pages and validation rules.
- Unit test code coverage and deployments.
- Worked on different Standard and Custom objects and record types.

**Environment:** Salesforce platform, Visualforce (Pages), Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Email Service

## Certifications

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- Certified **Salesforce platform 1 Developer certification**
- Certified **Salesforce Administrator Certification**
- Certified **Service Cloud Consultant Certification**
- Certified **Advanced Administrator Certification**

## Educational Qualification

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- Bachelor of Technology in Computer Science & Information Technology from JNTU.

## Achievements

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- Received Client Project star at BU level.
- Received INSTA Award from the practice for contribution to Salesforce practice in Infosys.

## Technical Summary

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- **CRM/ ERP** : (SFDC), CRM, Workflows and Approvals.
- **Sales force Tools** : Data Loader, Force.com, and Migration Tool.
- **Deployment Tools** : Change set, Blue Canvas.
- **Web Technology** : HTML.



- **Languages** : Apex, SOQL, and SOSL.
- **Operating Systems** : Windows XP/2003/7/8/10.