Sai Karthik

Salesforce Trailhead Ranger

Profile

Self-motivated and enthusiastic professional with 6+ years of vast experience in multiple roles held at same organization such as Customer Service Representative, After Sales Service Supervisor and Stock Inventory Operator. My passion towards technical field led me to start learning Salesforce through Trailhead & got certified as Salesforce Administrator (ADM-201). Actively looking for an opportunity in Salesforce Technology.

Education

Bachelor of Engineering, M.V.S.R Engineering College, Hyderabad

August 2009 — May 2013

Information Technology

Certifications

Salesforce Administrator (ADM - 201)

December 2018

Super Badges

Business Administration Specialist

March 2020

Security Specialist

May 2020

Process Automation Specialist

July 2020

Apex Specialist

July 2020

Trailhead Experience

Salesforce Trailhead Ranger

September 2018 — Present

Trailhead: 83500 points + 116 Badges.

Rank : Ranger.   Super Badges : 4 Super Badges

- Strong ability to create User, Roles, Public groups and implemented role hierarchies, sharing rules to manage access for different users.
- Great hands-on in sharing rules, field level security and record level permissions to protect the important information by shared access.
- Developed various custom objects and tabs, workflow rules, validation rules, Page layouts, Search layouts, approval process and flow builder.
- Good knowledge in developing UI components using Visual force pages/components, Apex Controllers.
- Great understanding in Apex classes, Triggers, Visualforce, SOQL, SOSL concepts.

Details

Hyderabad, India, 9515549103

karthicool8492@gmail.com

Date of birth

08/April/1992

Skills

Salesforce Admin

Salesforce Configuration

Apex

Visualforce

Self Starter

Interpersonal Communication

Organization Skills

Leadership Skills

Customer Service

Administrative Skills

Effective Time Management

Languages

English

Telugu

Hindi

Tamil

Malayalam

Links

https://trailblazer.me/id/karthicool

linkedin.com/in/sai-karthik-13703363/

💼 Employment History

Customer Service Supervisor (ROLEX Service Center) at Mohammed Rasool Khoory & Sons, Abu Dhabi
January 2014 — May 2020

- Handled a group of 12 people & worked with management to propose and implement proactive customer service solutions.
- Attending customers, answering calls, emails and faxes per day, addressing customer inquiries, solving problems and providing service related information.
- Assisted customers by listening closely, finding solutions to problems and making recommendations based on extensive product knowledge.
- Assisting with development and implementation of service policies, and explaining these to staff and customers.
- Preparing detailed reports every week on progress, team activities & submitting to the management.
- Preparing Invoices every day and submitting statement of accounts monthly.
- Coordinating between service department and management, accounts and I.T.
- Ensures all Rolex presentation standards are met & all staff is operating as per the Company's guidelines, policies and procedures as outlined in the Store Operations Manual including but not limited to:

    ⬛ Store opening and closing procedures

    ⬛ Merchandise handling and inventory control

    ⬛ POS transactions and processing

    ⬛ Bank deposits and cash registers

    ⬛ Documentation and paperwork

    ⬛ Oversees the shipping and receiving of client repairs.

Software Analyst & Inventory Operator (SAP) at Mohammed Rasool Khoory & Sons, Abu Dhabi
June 2016 — May 2017

- Mapped current business and operational processes and offered recommendations for improvement.
- Tested them before & after the deployment, identify issues.
- Overhauled operational workflow to launch into new processing platform.
- Conducted at least of 2 knowledge sharing sessions per month to capture lessons learned and streamline product improvement process.
- Managed inventory storage in a clean and organized fashion by creating reports detailing all aspects of inventory, including costs, deliveries and usage.
- Picked up incoming stock and delivered materials to designated locations.
- Maintained and kept a secure confidential logistics area and also purchase entries using SAP for the stock received from Rolex and other watch companies as well.