SrinivasaRao Bhimani

**Salesforce Administrator**

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**Profile:**

Salesforce Administrator with 4 years of experience with organizational customer service and project management skills. Developing business processes and system solutions for health care industries, real estate and shipping industry for various projects from conceptualization to implementation.

**Experience:**

* **InfoTrack Systems** Pvt Ltd. **Salesforce Administrator** (Nov 2016 to Present)
* **CADi Technologies** Pvt Ltd. **Application Engineer** (Jun 2014 to Aug 2016)

**Project: Hapag-Lloyd (HLAG, IT Service Center)**

***ITSC\\ Sales-force*** *support & enhancement team.*

**Client: *Haag-Lloyd* AG**is a German international shipping and container transportation company. It is currently the world's fifth largest container carrier in terms of vessel capacity***.***

**Roles & Responsibilities:**

* Provide support over 4700+ users worldwide and responsible as **POC**.
* Deploying the changes and configurations by using The **Change set & ANT force.com Migration tool.**
* **Conduct training programmes for new users before releasing their license and updates for others on new releases/capabilities before going live.**
* Maintain and customize Salesforce.com scopes for standard **objects like accounts, contacts, opportunity, Products and custom objects, object relationships etc., to support vital business functions.**
* Work with business super users to configure and manage complex user accessibility settings using T**erritories, Permission sets, Sharing Rule, Queue, Groups, FLS etc. to ensure system security.**
* Decides and defines the **Roles and Profiles in CRM for each new user depending on their Business role in the organization**.
* Overall, fully optimize work flow and increase both comprehensibility and potential of clients to utilize Salesforce.
* Track and perform daily routine necessary activities such as **merging duplicates, task assignments, maintaining and upgrading security permissions, & more**.
* Ensure data integrity through the appropriate use of De-duplicating, loading and exporting tools, for bulk of data using **Import Wizard**, **Data Loader and Workbench**.
* Successfully implemented Automated processes by using **Process Builder and Work flow rules.**
* Proposed and implemented successfully **Email 2 Case** functionality for the support teams.
* Manage ongoing support request and administrative needs of users.
* Implemented and maintain several **SFDC packages to meet the business needs**.

**Project: British Co. Group of Realtors.**

*Product Support Specialist | Salesforce*

**Client**: **British Co. Group of Realtors.** - is a Fortune 500 company and the world’s largest provider of Real state development. Focused primarily on construction and Analytical services.

Unlimited edition with 8500+ Standard licenses, Salesforce here is being Implemented as a Mother system to 10 other applications where the downstream runs. Applications like **Box, Orgchart**, etc. makes the system more efficient to run the business and fulfilling the client’s requirement. Salesforce here mainly focuses on **Client’s Accounts their related Opportunities and ending with Contract generation**.

Responsibilities-

* Manage ongoing support request and administrative needs of users.
* Provide support to over 8500 standard Salesforce users worldwide and act as a lead to the primary contact team for end-user support.
* Conduct training programmers for new users before releasing their license and updates for others on new releases/capabilities before going live.
* Maintain and customize Salesforce.com scopes for standard objects like accounts, contacts, opportunity, Products and custom objects, object relationships etc., to support vital business functions.
* Work with business super users to configure and manage complex user accessibility settings using Territories, Permission sets, Sharing Rule, Queue, Groups, FLS etc. to ensure system security.
* Decides and defines the Roles and Profiles in CRM for each new user depending on their Business role in the organization.
* Track and perform daily routine necessary activities such as merging duplicates, task assignments, maintaining and upgrading security permissions, & more.
* Ensure data integrity through the appropriate use of de-duplcating, loading and exporting tools, for bulk of data using Data Loader and Workbench.
* **Configure Fields, pick lists, record types, page layouts, work flows, approval processes, validation rules, Salesforce for Outlook, Document templates etc.**
* Creates **Work flow, Triggers and also use Process Builder and Flows to atomize and meet business needs.**
* Assist users with **reports and dashboards design to track pipeline/stages** for management visibility and individual level.
* Manage multiple **sandbox environments and schedule and monitor the sandbox refresh**.
* Monitor team’s adoption rates and respond as needed providing them with training sessions, communication and documentation as needed.
* Analyse current processes and make recommendations for enhancements as an initiative to continual improvement.
* Keep up-to-date on technology trends, developments & best practices to meet constantly ever-changing environment in which clients demand could change anytime.
* Implemented and maintain several **SFDC packages to meet the business needs**.
* CADi Technologies Pvt Ltd.

Application Engineer (Jun 2014 to Aug 2016)

Description:

* Coordinated all aspects of production, including selection of manufacturing methods, fabrication and operation of product designs.
* Worked with product planners and industrial designers to conceptualize and refine product concepts.
* Led project scheduling and budgeting to successfully and quickly complete engineering projects.
* Developed and tested models of alternate designs and processing methods to assess feasibility, operating condition effects, possible new applications and necessity of modification.
* Ensured design compliance with product specifications and standards requirements.
* Developed CAD drawings to support prototype designs.
* Created parts for various fabrication methods, including machining, sheet metal fabrication and injection moulding.

**Education:**

B. Tech 2010 – 14.

**Certification:**

* **Salesforce Certified Administrator**

**IT Skills:**

* CRM: Salesforce
* Salesforce Technology: A**pex Classes, Apex Triggers, SOQL, SOSL, Visual Force Pages & Controllers, Work flow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in.**
* Languages: SQL, Apex
* Data Base: MS-Access 2000/2007

**Personal Details:**

**Address:** MIG-I-93, KPHB 9th Phase, Hyderabad -500073

**Languages Known:** Telugu and English