

# Niharika Madimi

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## PROFESSIONAL SUMMARY:

Having 2 years of experience in **Salesforce CRM** Application Designing, Maintaining, Development and Implementation.

- Experienced in Insurance domain.
- Experience working with Force.com IDE, Data Loader, Data Loader IO and Salesforce for outlook.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked on Data Migration using Salesforce.com Import Wizard, Apex Data Loader.
- Have the Experience on RCA document's preparation for Problem tickets.
- Have the experience on the Objects, Fields, Roles, Profiles, Page Layouts and Record Types, formula field's creation.
- Worked on creating the Validation rules and workflow rules based on the business requirements.
- Hands on experience on writing triggers, Batch Classes.

## KEY DOMAIN AND TECHNICAL KNOWLEDGE:

- **Domain** : Consulting and Processing.
- **Technical/Frameworks** : Salesforce.com CRM.
- **Salesforce tools** : Workbench, Apex Data Loader, Salesforce for outlook.
- **Other tools** : Service Now.

## WORKING EXPERIENCE:

- Currently working as Systems Engineer in Infosys Technologies Pvt Ltd from January 2019 to till Date.
- Worked as System Engineer Trainee in Infosys Technologies Pvt Ltd from July 2018 to December 2018.

## Certifications:

- Holds salesforce certification (**PlatformDeveloper1**).

**ACADEMIC QUALIFICATION:**

<b>Examination Passed</b>	<b>School/College</b>	<b>Board/university</b>	<b>Year Of Passing</b>	<b>% Of Marks</b>
B.Tech (CSE)	Anil Neerukonda Institute of Technology	Andhra University (AU)	2018	77
Higher Secondary (10+2)	Sri Chaitanya	Board of Intermediate Education	2014	95
Secondary (10 <sup>th</sup> )	Bhashyam Public School	SSC	2012	93

**PROJECTS HANDLED:****Project # 1:**

- **Client** : A leading Insurance company of USA
- **Role** : Salesforce Developer and Administrator
- **Team Size.** : 6
- **Using tools** : Force.com IDE, Data Loader.
- **Languages** : Apex.
- **Webpages** : Visual Force, JavaScript

**Project Description:**

Maintaining and providing customization for 8 SFDC Orgs having over five thousand plus users.

Provide support and fix the defect detected as the root cause of an issue.

Fulfilling the enhancement requests raised by the business.

## **Responsibilities:**

- Maintaining multiple orgs and enhancing changes in the applications.
- Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
- Maintain user roles, security, profiles, workflow rules, etc.
- Connecting with users to support them in various business areas to avoid downs in business.
- Maintain the functional areas of data management, contacts, leads, campaigns, opportunities, quotes, Dashboards, and reports.
- Maintaining Basic User administration.
- Worked with the Data Migration team to export and import the data using Data Loader and import wizard occasionally.
- Used workbench to load data into SFDC.
- Involved in customization changes such as apex classes, triggers.
- Created the Validation rules and workflow rules based on the business requirements.
- Created the Objects, Fields, Roles, Profiles, Page Layouts and Record Types.
- Created Batch Class.
- Implemented Email to case Functionality.
- Debugging the Apex code, providing workarounds, collaborating Dev team, client management and the business users, handling the complex tickets, managing the escalations, ensuring the initial and On-going SLAs are met, reporting the status of the tickets. Sending status reports to clients and the Power Users.
- Working alongside ticketing tools like Service Now for tickets resolution and problem tickets.

## **OTHER RELEVANT INFORMATION:**

Mission RnD- Duration:1 year.

Pre-Summer Phase: 3 courses run online

1. Professional Programming Python
2. C and Data Structures
3. Backend development

Summer Phase: Systems and App Development.