

Ravindra Adithyan. J.G

E-Mail: Juttooadithyan@gmail.com

Mobile: +91 98844 41694



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Work Experience Summary:

- **Salesforce Certified Administrator (ADM 201) and Platform Developer I** with 8+ years of working experience in IT industry.
- Functioned as a **Salesforce administrator** and in **Functional Design and Business analysis**.
- Strong Knowledge in **Salesforce Administration, Data Validation, Sales, Service and Support team**.
- Hands on working experience in **Role Hierarchy, Custom Profiles, and user management**.
- Extensive experience in analyzing organization processes, **converting business workflows into exact Salesforce.com workflows** and configuring Salesforce.com to meet business requirements.
- Hands on Experience in creating **Custom Objects, App creation, Custom fields, Page layouts, Custom Tabs, Reports**, and various other components as per the client and application requirements.
- **Migrated 15+ automation process** and workflows into the Flow definitions
- Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
- **Excellent Leadership** and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.
- **Integrated Salesforce** application with 3rd party system has **SAP and CTRM**
- Earned **100+ badges** and secured more than **92k+ points** in **Trailhead** and holding **Salesforce Trailhead Ranger** position and have completed **Lightning Experience Specialist, Lightning Experience Reports & Dashboards Specialist and Business Administration Specialist** supersets

Qualification:

Under-Graduation: Pursued **Electrical and Electronic Engineering** at Nandha Engineering College, Affiliated to Anna University Chennai with **70%** and passed out on **2015**

Higher Secondary: Pursued **Computer Science group** at SBOA Matriculation Higher Secondary School, Madurai with **81%** and passed on **2011**

SSLC: Pursued **SSLC** at SBOA Matriculation Higher Secondary School, Madurai with **78%** and passed on **2009**

Technical Skills:

CRM	Salesforce Sales Cloud
Salesforce.com Technologies	Workflow & Approvals, Reports, Dashboards, Account Management, Lead Management and Case Management Automation (Process Builder, Flows), Custom Objects, Apex and Aura components
Data Migration Tools	Data Loader, Data Wizard, Salesforce inspector, Salesforce Dataloader, Workbench
Database	SQL (Oracle 9i), SOQL and SOSL
Languages	Apex, Java 1.5

Employers:

Employer	Designation	Role	Duration of Employment
Olam Information Services Pvt Ltd	Senior Software Engineer	Salesforce Senior Admin / Salesforce Functional Consultant	08/2020 – Till Date
IBM Technologies	Software Engineer	Salesforce Engineer	11/2019 - 05/2020
Tech Mahindra	Software Engineer	Salesforce Engineer / Associate Software Engineer	08/2015 - 07/2019

Project:**1) Client: OFI (aka) Olam Food Ingredients****Role: Salesforce Senior Administrator & Salesforce Functional Consultant****Duration:** 08/2020 – Till Date

Olam Food Ingredients is now known as ofi. Focused on the raw materials and ingredient platforms that we're known for globally - cocoa, coffee, dairy, nuts, and spices. We still offer everything we did before. What's new is that we're adding capabilities - especially in product development - working closely with our customers, sharing our fresh ideas to inspire new concepts. Making it real at every step, from plant to palate.

Responsibilities:

- Serve as primary system administrator for the Salesforce environment with XXX+ users
- Focus the organization's use of data towards what best serves the mission

- Handle all basic administrative functions including user maintenance, modification of page layouts, generation of reports and dashboards, creation of new fields and other routine tasks
- Gather detailed requests for improvements or changes to the system, and implement these changes as appropriate
- Automate processes using Salesforce tools such as process builder, approval processes, validation rules, and Non-profit Success Pack features such as engagement plans and levels
- Manage less complex Salesforce integrations - those not handled by a Salesforce Developer or Consultant/Partner
- Identify, install, and maintain appropriate apps from the AppExchange for event management, mass email, donation handling, and more
- Train new users and grow the Salesforce skill set across the organization
- Document customizations made in Salesforce
- Plan for upgrades, seasonal releases, and long-term projects

2) Client: AT&T, US

Role: Salesforce Administrator

Duration: 11/2019 - 05/2020

AT&T Inc. is an American multinational telecommunications corporation and is the second largest provider of mobile telephone and the largest provider of fixed telephone (Home phone) in the US, and also provides broadband subscription television services. att.com is a e-com site where we can purchase a mobile home-phone, internet & TV service and manage your account.

Responsibilities:

- Configuration and administration of Salesforce.com enterprise editions
- Developed, launched, and managed in-depth dashboards and reports for all team functions on both management and individual levels
- Prepared the quality documents and configuring CPQ for each quarter/if business changes required
- Acted closely with the legal team in implementing an end-to-end solution and streamlined the approval process across legal & financial team
- Functioned as the primary point of contact for Salesforce users
- Assist by making change recommendations, technology research and assessments to identify Salesforce solutions for best strategic, functional, and technical fit
- Worked closely with sales management to inspect sales process quality and prioritize improvements
- Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reporting
- Test business applications and ensure performance is as designed; work with team members to resolve any issues Assist with the performance of business analysis in which information about business process and concerns are gathered from key internal business stakeholders
- Work with team members to identify project tasks, estimated work effort and timelines escalate any changes to project scope
- Provided support for the day-to-day management of Salesforce.com
- Understood new requirements from E2E test teams/ E2E Designers

3) Client: British Telecommunications plc

Role: Salesforce Administrator / Tester and Application Support

Duration: 08/2015 - 07/2019

BT's current web portals to provide a single online destination for BT customers to use and access all their key services. DANTE manages three portals such as Home, BTSport and BTTV. All these three portals' contents are managed through OWCS, which is a content management tool. Along with these, Dante also manages the Email journeys for the BT customers by interacting with the different components of the BT.

Responsibilities:

- Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses Develop effective data management processes and data governance, User management
- Performs routine Salesforce data management/cleanup tasks
- Managed all ongoing projects related to Sales and Service Cloud including interfacing with development and/or IT teams Create and maintain system documentation for fields, processes and workflows
- Create profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building
- Perform bulk data import and ensure the data quality in the Org
- Understood new requirements from E2E test teams/ E2E Designers
- Understood and analysed the Openreach services and functionalities
- Understood through specifications, documentations and Studying sample XMLs
- Delivered high performance and resource efficient code
- Helped testing team by providing complex Data configurations on priority
- Worked as a Manual Tester for E2E Testing Project
- Good experience in repository tools like SVN
- Functioned as a Performance Analyst to improve the availability of the webpage
- Documented issue solving procedure for future reference
- Prepared release end reports
- Analysed the performance spike in the daily graph if it goes beyond the threshold value