***RESUME***

**NAME: Ananth Reddy Emani EMAIL: ananthemani7@gmail.com**

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**CAREER OBJECTIVE**

* Secure a responsible career opportunity to fully utilize my training and skills, while making a significant contribution to the success of the company.

**CERTIFICATIONS/AWARDS**

* Infosys Certified ECOE Assessment-1 for Behaviour Level 100 competency.
* Infosys Certified Angular Web Developer-201.
* Insta Award for working efficiently & accurately in FDC project.

**Exposure in Salesforce**:

* Have experience in how to create custom apps, objects, fields & tabs.
* Have knowledge in personal & company setup.
* Have experience in page layout, validation rules & formula fields, look up relationship & good exposure on profiles, permission sets, roles, tabs and OWD.
* Have experience in workflow and approval process.
* Have knowledge in data loader and data import wizard.
* Worked on Salesforce web components in trailhead.
* Have knowledge to create visual force page & apex classes.
* Have knowledge in AEX programming.
* Have Knowledge in Lightning web components.

**TECHNICAL SKILLS**

* **Programming Languages :** Core Java
* **Tools :** Salesforce Admin, Developer, APEX,

Visualforce, Lightning

**PROFESSIONAL EXPERIENCE**

* Total IT **EXP-3.3 yrs**.
* Worked at **INFOSYS LIMITED** from **MAY-2016** to **AUGUST-2019**.

**EDUCATION**

* **B.Tech** in Computer Science and Engineering from Sri Venkateswara University in the Year 2016.

**PROJECT DETAILS**

**Project#1**

**Project : Recruiting Application(Training)**

**Technologies : Salesforce**

**Role : Admin**

**Project Description:**

**Create a Custom Application and configure the tabs, objects & fields.**

**Roles and Responsibilities:**

* **Understanding and analyzing the requirements.**
* **Custom objects.**
* **Created Custom fields and data type pick list.**
* **Modified the page layout and added validation rules & formula fields.**
* **Created relationship lookup & good expose on profiles, permission sets, roles, tabs and OWD.**
* **Created workflow and approval process.**
* **Good expose on chatter, record types and email templates.**
* **Good expose on personal setup and company setup.**
* **Good expose on Data import wizard and Data loader.**

**Project#2**

**Project : Service Cloud**

**Client : 8x8**

**Role : Admin, Configuration & Support**

**Project Description :**

**8x8 help companies get their employees, customers and applications talking to make people more connected and productive using VoIP phone Equipment which reducing complexity and cost, improving individual and team efficiency and performance, and enhancing overall customer experiences.8x8 is the trusted provider for more than 50,000 businesses operating in over 150 countries.**

**8x8 using salesforce service cloud to register the queries and complaints and Salesforce Customer Portal built on Salesforce communities provides an online support channel for customers allowing them to resolve their inquiries without contacting a customer service representative.**

**Roles and Responsibilities:**

* **Understanding and analyzing the requirements and mapping them to Sales force functionality.**
* **Interacted with customer operations, managers to identify issues and potential areas for improvements to existing applications.**
* **Maintaining Workflow rules and Approvals, Process builders.**
* **Involved in customer community support portal, Case feed.**
* **Involved in Escalation rules, Case assignment rules.**
* **Maintaining Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.**

**Project#3**

**Project Title : FDC CASE MANAGER IMPLEMENTATION**

**Client : FDC-(First Data Corporation)**

**Role : Configuration & Support**

**Technologies : Enterprise Content Management**

**Project Description:**

**Installing IBM FileNet, IBM Content Navigator and IBM Case Manager on the Client server. Configuring Classes, Folders and Security in FileNet. Uploading of 4.50 lacs of records into the IBM Case Manager. Creation of Search field and View the documents on the Content Navigator. Integration of IBM FileNet and Emptoris using connector. Emptoris files get reflected into the Case Manager.**

**Roles and Responsibilities:**

* **Configured the Classes, Folders and Security for access to the files as per the Client requirement.**
* **Uploaded 4.50 lacs of records (metadata with corresponding images) into the Case Manager using Java tool.**
* **Support work for Installing FileNet engine, Content Navigator and Case Manager on Client server.**
* **Worked on Excel Sheet in which the metadata is shared by the Client.**
* **Checked the images in the path mentioned as per excel sheet.**