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**SANTOSH PADISALA**

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**Summary:**

* Over 5.2 years of professional experience in **Salesforce.com** and **Force.com** platform as a **Salesforce** A**dministrator**.In that having 6 months of experience as a **Copado Administrator**.
* Experienced using **Salesforce Lightning UI**. Created **Lightninng Apps** combining  **Lightning Record Pages**, **Lightning App Builder** and **Lightning Component** features.
* Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Experienced in deployments of **Apex** and **VF pages** across  Sandbox  and  Production  instances.
* Working on Architectural items along with the Admin support tasks and Sprint items.
* Handled **Copado** as a release Management tool and worked as a Copado admin role in Copado Release Management Team
* Experienced in analyzing the requirement and preparing a documents for the items worked on.
* Worked in committing changes and deploying metadata via copado.
* Provided admin support to around **800**+ users within a team of **6** members. The daily support included ticketing management through email to case, **User queries** through phone and also provides onsite solution to the queries. Provide training to new users on Salesforce platform and help them understand the **CRM** concepts. Also provide insight to process managers on new implementations and provide solutions to issues cropping on daily basis.
* Proficiency in **SFDC Administrative tasks** like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Excelled in working with various Salesforce.com **Standard Objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created Custom Objects and outlined lookup and **master-detail relationships**  and  Junction objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from child records on the parent. Modified data object relationships with the help of **Schema Builder**.
* Coordinate with multiple teams within the organization to maintain **security** and data maintenance. Coordinate with Tech support team to maintain **IP** address based on location for users. Analyze lead count through web to lead and landing pages with Digital marketing Provide Sales and process **Reports** to **Mangers** and **directors** on daily basis. Provide reports and filter access to the reports based on the **Roles** of the users and also provide reports for Accounts and Audit team to ease the process
* Effective work of **Data Migration** using Import/Export wizard and **Apex Dat Loader** for bulk import or export of data from Salesforce.com objects.
* Created **workflow rules** that defined related **tasks**, **email alerts**, and **field updates**.
* Experienced in Customizing records with **Approvals**, Automating Business Processes with **process Builder, flows** and Delayed actions with **workflow** by collecting data from users and operating on it.
* Developed **Reports**, **Dashboards** and **Approvals** to continuously monitor data quality and integrity. Expertise in Reporting,Customizing the **Dashboard** and **SchedulingDashboard** Refreshing.
* Excellent understanding of **Salesforce.com** in terms of Organization hierarchy, **Roles**, **Profiles**, **Users**, **object level security**, **field level security**, **record level security** and **sharing rules**. Efficient in setting up restricted login hours and **IP ranges** on profiles and resetting the user passwords.
* Proficiency in creating/managing **List views.**
* Deploy **Change sets**(Inbound/Outbound) into production environment and do functional testing
* Installing/uninstalling **Managed Packages** and assigning/removing those packages for the users
* Worked on Creating campaigns uploading bulk campaign members and sending Mass email to Campaign Members

**Employment History:**

**Factset Research Systems Inc.-** Hyderabad, Telangaa- **May 2020** to **Present**

**Y-axis Solutions PVT Ltd-** Hyderabad, Telangana- **January 2019** to **April 2020**.

**SoulPro Infologix Private Limited** - Hyderabad, Telangana- **September 2015** to **January2019**.

**Education Qualification:**

* M.Tech (IT) from Nimra College of Engineering and Technology in Ibrahimpatnam, Krishna (Dt), Andhra Pradesh
* B.Tech(IT) from Sree Vahini Institute of Science and Technology in Tiruvuru, Krishna (Dt), Andhra Pradesh.

Technical Skills:

**Salesforce:** Salesforce CRM, Sales Cloud, OWD(Sharing Settings),Roles management, Profile customization, permission sets, Sharing rules, Formulas, Validation Rules, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards, Email templates.

**Copado:** OAuth authentication to Salesforce orgs, continuous integration with Git repositories, Git metadata backups, metadata& data deployments and difference calculations, Pipeline Management, Back Promotions,Handling User Stories,Version Controlling, environment Variables, and Committing metadata

**Tools:** Data Loader, Import Wizard, Data Export, Jira, Confluence, Quip,Github

**Web Technologies:**HTML, XML, CSS

**Databases:**SQL Server, My SQL

Projects Experience:

**Factset:**

**Responsibilities**:

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Working On User Stories(Architectural items,Admin Support Tasks) related to Salesforce.
* Working as a Copado Administrator to Commit and Deploy the metadata changes via Copado.
* Key Member in Copado Release Management(Creating User Stories, Committing Metadata Changes, Validating Changes, Promoting User stories, Back Promotion and Creating Pre & Post Deployment Steps on User stories, Deploying User stories)
* Doing Requirement analysis and raising cases to Salesforce support team and coordinating with them if required

**Y-Axis:**

**Daily Activities: Admin Support**

**Abstract**: Working as a Salesforce support consultant for all users within the organization. Troubleshoot the Cases raised by the users and provide quick resolution. Work closely with management to timely release new modules to users and prepare training documentation.

**Responsibilities**:

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Handling tickets which are raises by the internal Users by analyzing the route cause and explaining to the users through ticket closure.
* Calling the users to understand their issues and to give the possible Solutions
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Designed Page Layouts with Sections for all Custom Objects.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles.
* Responsible for creation of users, roles, profiles and defined object and field level security.
* Create Dashboards for users and Reports as per the requirements.
* Check and maintain active users and help users with log in issues.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles**.**
* Solve day to day tickets (**cases**) or escalated issues.
* Understanding business needs on day-to-day basis by interacting with various teams and referring to related documentations.
* Creating and customizing Sales reports as per the requirement.

**Project #1**

**Project: Change Requests**

**Abstract:** Change requests project introduced to give 5% discount on the opportunity sales price upon approval of the coupons(Employee coupons/Early bird/Early CEC/Tax coupon).

**Responsibilities :**

* Understanding business needs on day-to-day basis by interacting with various teams and referring to related documentations.
* Worked on various standard object Account, Opportunity ,Opportunity product and Custom Objects change request.
* Managed creating permission sets, profiles, roles.
* Created lookup, formula fields to establish business requirement.
* Worked on pick lists, Record Types, validation and formula fields based on requirement.
* Created workflow rules to implement and automate the business logic.
* Involved in creating and customizing Email template (Text, HTML and visual Force) and configuring them to the email alert within the workflow rule for object.
* Worked on process builder to create, update new records.
* Imported Contacts, Accounts and custom object data in Salesforce using data loader .csv file.
* Maintained security and sharing setting for different user at object, fields and record level by means of Profile and Role.
* Worked on customizing fields, Page Layouts and Record Types.
* Created Approval processes to send record for approval based on conditions and defined approval actions on them to automate the processes.
* Configured and customized the object using Visualforce page.
* Worked on creating Duplicate rules and Matching rules to maintain clean data.
* Preparing documents on the process, according to the client needs.
* Creating workflow rules to update the Opportunity Sale price depends on given iputs.

**Project #2**

**TMS(Ticket(CASE) Management System)**

**Abstract:** TMS is a ticket management system which is configured for internal users to raise queries regarding their issues. Users can raise their issue via email to case functionality. Tickets will automatically redirect to the respective departments depends on the email address and record types.

**Responsibilities:**

* Worked on Case Object.
* Managing multiple departments ticketing Process.
* Coordinating with o365 support team to en-route the tickets and to verify the BCC links.
* Created workflow rules to implement and automate the business logic.
* Involved in creating and customizing Email templates (Text, HTML) and configuring them to the email alert within the workflow rule for Case object.
* Maintained security and sharing setting for different user at object, fields and record level by means of Profile and Role.
* Worked on customizing fields, Page Layouts and Record Types..
* Created close case layouts/case creation layouts and assigned it to the respective record types.
* Used Email to Case functionality.
* Used auto response rules.
* Used Escalation rules.
* Monitoring Case Escallations.
* Managing Different picklist values depends on record Types.

**DECLARATION:**

I do hereby declare that the information provided above is true to the best of my knowledge.

**(SANTOSH PADISALA)**