**Silla Narayana Venkata Srikar**

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**OBJECTIVE**

To pursue a career in an organization where I can exponentially increase my knowledge, implement my ideas and where my hard work is appreciated and there is ample scope for individual as well as organizational growth.



**CERTIFICATIONS**

* Salesforce.com Certified Administrator - ADM 201
* Salesforce.com Certified platform developer 1

**PROFESSIONALEXPERIENCE**

**Accenture ServicesPvt. Ltd.**

**Application Development Analyst**

**(June 2016 – October 2020)**

* Having Professional IT experience related to **SFDC** and good knowledge on configuration on Salesforce Platform.
* Good Understanding of **VEEVA CRM** skills and its functionalities
* Good Understanding the concepts of Accounts, Interactions, Medical Management, Territory Management, User Management, Sample Management, Survey’s , CLM ,RTE, HTML, Reports, Veeva Engage Meetings.
* Good knowledge in creating RTEs (Rep Triggered Documents) and products in **Veeva vault**.
* Proficient in creating Objects, relationships, Page Layouts, Record Types, Formula fields, Rollup Summary fields, Validation Rules, Workflow and Approval Process.
* Knowledge of **Apex Triggers** and **Visual Force Pages**
* Good knowledge of providing security controllers to users by using Profiles, Roles and Permission Sets, Process Builder and OWD settings.
* Experience in data exporting and importing using **Data Loader** and through **Workbench**
* Good knowledge of Reports and Dashboards
* **Excellent and effective interpersonal and communication skills** and the ability to interact professionally with a **diverse group of clients and staff.**

**eSoftlabs.**

**Senior Software Engineer**

**(November 2020 – Present)**

* Having Professional IT experience related to **SFDC** and good knowledge on configuration on Salesforce Platform.
* Worked on **TM2.0** migration activities and having good experience of creating reports.
* Involving in Data Migration Activities using **Data Loader** and through **Workbench.**

**TECHNICAL SKILLS**

* Skills : Salesforce CRM, Veeva CRM, Apex Programming
* Salesforce Deployment : Eclipse IDE, ANT, Change Set
* Salesforce Configuration :Custom Application Creation, Page Layouts, Workflows, Process Builder, Validation rules, Custom Settings, Users, Profiles &Permission sets, Roles, Rules (Duplicate, Matching, Escalation, Assignment, sharing etc.), Reports & Dashboards, Sandboxes, Chatter, Service Cloud, Approval Process.
* Tools : Apex Data Loader ,Workbench



**PROJECTS UNDERTAKEN**

**Project 1:** US Veeva SFA - (Client: Pfizer Inc., New York, US)

**Role**: Level 3 Support and Application developer.

**Technology**: Salesforce, Veeva CRM

**Team Size**: 14

**Project Details:** Providing Level 3 Support role which has customizing the application and enhancements and for the Salesforce - Veeva CRM offline and online application. Veeva based CRM application for US market that records the interaction between Sales Medical Rep and Doctors/Hospitals help the leading pharma companies to excel in the field of pharma.

**Responsibilities​:**

* Worked on Veeva CRM application and associated modules related to it. Providing support covering issues.
* POC for Content release activities using Veeva Vault.
* Uploading the RTE templates to Veeva vault and migrating them to Veeva CRM.
* Aligning the Users to CLMs and RTEs.
* Worked on creating Objects, relationships, Page Layouts, Record Types, Formula fields, Rollup Summary fields, Validation Rules, Workflow, process builder and Approval Process.
* Worked on Data migration activity using data loader.
* Worked on providing security controllers to users by using Profiles, Roles and Permission Sets, Process Builder and OWD settings.
* Worked closely with business analysts, and team members to understand the requirement and scope of implementation in the application.
* Helped in modifying the existing functions and codeusing declarative and programmatic approach adhering salesforce best practices and governor limits.
* Analyzing, prioritizing and Handling Tickets.
* Worked on Support Issues like password reset, Creating Users, Creating Sandbox’s, unlocking calls, preparing the reports as per user request,etc..
* Involved with various Change Requests raised by client.
* Resolved issues during test (ST, SIT, UAT) phase and helpedteam during deployment phase.
* Analyzing, prioritizing and Handling Tickets and Creating Change Request Documents. Involved with various Change Requests raised by client.
* Creating Documents like: SDLC documents, Technical Design, Impact Analysis etc.
* Responsible for end to end implementation of Change request raised by Business and support the quality assurance and bug fixing the issues and requests raised by end users.
* Point of contact for application deliverables including deployment, Data mapping operational request and daily jobs.
* Handling the offshore operations for the application and working in sync with the onshore team

**Project 2:** US Veeva SFA - (Client: Shire Baxalta, US)

**Role**: Application developer.

**Technology**: Veeva CRM

**Team Size**: 5

* Worked on Veeva CRM application and associated modules related to it.
* Worked on creating Objects, relationships, Page Layouts, Record Types, Formula fields, Rollup Summary fields, Validation Rules, Workflow, process builder and Approval Process.
* Worked on Data migration activity using data loader.
* Having experience in Translation Workbench.
* Worked on providing security controllers to users by using Profiles, Roles and Permission Sets, Process Builder and OWD settings.
* Worked closely with business analysts, and team members to understand the requirement and scope of implementation in the application.
* Creating Documents like: SDLC documents, Technical Design, Impact Analysis etc.
* Resolved issues during test (ST, SIT, UAT) phase and helped team during deployment phase.
* Creating Documents like: SDLC documents, Technical Design, Impact Analysis etc.
* Point of contact for application deliverables including deployment, Data mapping operational request
* Having good experience on Creating CLM’s.

**Project:** Mylan I-SFDC Territory Migration

**Role**: Application developer.

**Technology**: Salesforce

**Team Size**: 3

* Worked on preparing the files for TM2.0 Migration and involving in data migration by using Data Loader.
* Identifying the affected areas and doing the modifications as required.
* Creating Reports and Comparison documents for identifying the Data.



**EDUCATIONALCREDENTIALS**

2015-B. TECH- Information Technology from GITAM University, Visakhapatnamwith75% aggregate

 2010-Class XII –Sri Chaitanya Junior Kalasala, Srikakulam with 82.7% aggregate

 2008-Class X –Visakha Model High School, Srikakulam with 73.33% aggregate

**ACHIEVEMENTS & EXTRACURRICULARSKILLS**

* Alumni Meet Coordinator at GITAMFest.
* Active member of Rotaract Club of GITAM**.**

 **PERSONAL DETAILS**

Father’sName :Mr. Govindarajulu Silla

Date of Birth :07-02-1993

Language Known :English &Telugu

Nationality :Indian

Hobbies :Playing Cricket,Badminton,Watching Bollywood Movies,Listening Songs

Address :1-2-3/A/C, Masjid Banda Circle, Botanical Gardens Road, Kondapur, Hyderabad- 500084

**DECLARATION: -**

I hereby declare that details provided by me above are correct and I have knowingly not omitted/misrepresented any information.

**Date:**

**Place:** Hyderabad **Srikar Silla**