

Yasaswy Ramisetty

| 408-480-4690 || yasaswyg@gmail.com

SUMMARY

- Over 5 years of experience in the software industry and over 4 years of experience as a Salesforce Administrator.
- Experienced in setting up organizations, Salesforce Communities, customizing security settings, creating objects, fields, automating agents workflows, dashboards and reports for instances consisting of 3000+ users.
- Instituted automation that reduced the daily case backlog for Support agents by +115%.
- Highly knowledgeable in process flow, root-cause analysis, business requirements gathering.
- Adept at communicating technical details to non-technical teams.
- Excellent customer service, oral and written communication, and project management skills.

EDUCATION & CERTIFICATIONS

SAN JOSE STATE UNIVERSITY

San Jose, CA

- B.S - Industrial Technology (Conc. in Computer Electronics & Networking Technology w/ Minor in Business)

Certifications:

- Salesforce Administrator (ADM 201)
- Certified Scrum Product Owner® (CSPO®)

PROFESSIONAL EXPERIENCE

Twitter, Inc.

01/2019 – Present

Salesforce Business Systems Administrator

- Central POC for Twitter Services's Salesforce's Service Cloud for various operations teams to assess, design, triage and deliver new configuration changes across Twitter.
- Design and implement automation that reduces agent workload by around 6,500 cases per week.
- Configure automation to eliminate case creation redundancy in agent's workflow by 10.5% or around 17,000 cases per week.
- Analyze and translate business requirements into deliverables such as use cases, user stories, workflow diagrams, as well as creating and updating existing flows, fields, workflows, assignment rules and list views.
- Update Service Console to reduce agents' cognitive load and average case resolution time.
- Build reports and dashboards in Salesforce and Tableau for stakeholders to aid them in forecasting agent resources for key world events (elections, controversial users' tweets), agent efficiency, volume per workflow etc.
- Leading discovery sessions with various stakeholders across different departments, roles, and workstreams in order to design, configure, and deliver new company initiatives.
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- Work cross functionally to transition the Periscope support team from Desk.com to Salesforce Service Cloud Console in Lightning.
- Develop and present SFDC demos as well as train various key stakeholders and potential adopters across Twitter.
- Implement and update documentation with latest information of Salesforce changes to reflect business flow.

Google, Inc.

05/2016 – 01/2019

Salesforce Specialist

- Managed Salesforce organization of over 9,500 active users with changes to user roles, profiles and maintain sharing settings for SFDC objects.
- Implemented detailed bug template forms to improve bug reporting quality which increased efficiency in ticket processing and reduced redundancy for support agents by 60%.
- Evaluated customer requirements into design specs and worked with the development team to implement changes.
- Debugged SFDC issues regarding workflows, validation rules, flows, Visualforce pages, classes, triggers, etc. using standard Salesforce functionality and SQL.
- Managed data of over 5,000 records using Workbench and Data Loader from .csv files, and merged duplicate records using merge wizard.
- Reviewed, debugged, triage and fixed bugs reported by our customers.

Salesforce Administrator / Software QA Engineer

- Set-up testing environments for UAT according to requirements gathered from Product Managers, QA Engineers and Developers.
- Created, developed and established a set of documents for onboarding and test environment setup.
- Configured Salesforce setup by customizing users, roles, profiles, field/record level security, email templates, etc.
- Trained, managed and aided new hires with the onboarding process.

SKILLS/INTERESTS

Salesforce Administrator, Apex, Visualforce, Java, Python, SQL; Black Box, Manual and Regression Testing; Microsoft Word, Excel, OneNote, PowerPoint; Bugzilla, Testrail, JIRA; PyCharm, Ghostlab, Eclipse, HockeyApp.