**THARUN KILLADA**

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**CAREER OBJECTIVE**

To work for an Organization where I can fully utilize and leverage my knowledge and skill set, to participate effectively and proactively as an enabler in the Organizations growth story.

**BRIEF PROFILE**

* Having 5.8 years in IT industry in that part of good exposure in Salesforce CRM and Perl Development.
* Having 4.5 years of experience in Salesforce Administration, Development, Customization, and Implementation of business applications using Force.com platform. Currently Working as an Administrator (Business Analyst).
* Salesforce.com Admin (201) and Advanced Admin (301) certified.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Working as point of contact for Marketing and Sales teams as a Business Analyst by understanding their requirements followed by implementation, Documentation, and a Demo to them if required.
* Implemented and maintaining third party applications like Salesforce Inbox for outlook, RemedyForce, Klue, SalesDirector.ai, DocuSign, Bizible, D&B Hoovers, Pardot, LinkedIn Sales Navigator.
* Working as BMC Remedyforce administrator which involves user level of access, assigning the user to Remedyforce queues, created emails templates which are used in the Remedyforce workflows (Ticket assignment to a user, status change, resolution updates templates, etc).
* Working on incidents, tasks and change requests based on SLA’s in RemedyForce ticketing tool.
* Working on Apttus CPQ proposals, approval processes.
* Working on Analytics studio, Pardot advanced dashboards.
* Working with Salesforce support team on various issues.
* Worked on the designing of role-based Page Layouts, Custom Reports, design of Visual Force Pages, Dashboards, and various other components as per the client and application requirements.
* Following agile methodology for good deliveries.
* Created a new CPQ approval process in the organization.
* Created User manuals on handling bulk Data migration (which includes data uploading, data updating, data exporting and data deleting using Data loader tool) for end users and trained them accordingly.
* Designed and developed SOSL, SOQL and Apex Triggers for various functional needs in the application.
* Involved in Customer support activities and directly interacted with the client providing support in thorough understanding of the Application
* Provided post deployment training on platform usage for various levels of users
* Self-motivated and quick learner. Ready to explore and learn new technologies.

# TECHNICAL SKILLS

* Operating Systems : Windows, UNIX
* Force.com Technology : Apex Classes, Visual Force, SOQL, SOSL, Apex Triggers, Workflows, Data Loader and Force.com IDE, Apptus CPQ, RemedyForce, Pardot
* Programming Language : APEX, PERL Scripting, SQL, UNIX
* Web Technologies : Visual force, HTML

**Current Organization:** Aspect Technology Center, Bengaluru (June 01st 2018 - Till date)

**Previous Organization:** Accenture Solutions Private Limited, Hyderabad (Jan 21st 2015 – May 15th 2018)

**# Project 1:**

**Project Name** : Aspect Internal

**Client** : Aspect internal

**Organization**  : Aspect Technology Center

**Role** : Salesforce Administrator / Business Analyst

**Team size** : 2

**Environment** : Windows 7, Salesforce CRM, Apptus CPQ

**Technologies used** : Salesforce CRM, Force.com, SOSL, SOQL, Apex Classes, Visual Force, Data Loader, Salesforce Apptus CPQ, RemedyForce ticketing tool.

**Description:**

Aspect is providing software products to topmost industries in the world. Millions of agents use aspect software every year and supports billions of consumer interactions around the world. Contact center and workforce optimization applications help companies keep agents engaged while providing exceptional customer service experiences. Aspect sees value in managing its sales process better through Salesforce.com CRM tool to ensure that all leads are managed from creation to closure. They intend to implement Salesforce.com Customer Relationship Management (CRM) solution to improve efficiency of its operations like tracking of the Accounts, Opportunities, Campaigns, Leads, Proposals, Approvals based on the discounts.

**Roles & Responsibilities:**

* Developed workflows, Triggers using Apex, SOQL and SOSL for various functional needs of the business.
* Configured Lead, Account, Contact and Opportunity module to meet the business requirement
* Providing SFDC access to all the new hires and revoking the access to the terminated users in the organization (Tracking through Remedyforce Tasks).
* Implemented Salesforce Inbox for outlook, RemedyForce, Klue, DocuSign, Bizible, D&B Hoovers, Pardot, LinkedIn Sales Navigator. Maintaining these applications and resolving issues.
* Performed administration tasks like user creation, managing custom fields, roles, and profiles.
* Due to re-organization in the company took the whole new roles setup in the organization.
* Updating the currency exchange rates monthly by calculating the average of the previous month’s currency values.
* Worked on Analytics studio, Pardot Einstein dashboards.
* Resolved users access issues and change requests through BMC RemedyForce Incidents and CR’s.
* Created VF email templates as part of quote approval process as per the user requirement.
* Working as point of contact for Marketing and Sales teams.
* Weekly calls with 3rd party application vendors regarding new updates and our implementations.
* Weekly Calls with Sales and Marketing directors to discuss about new projects and status for the running projects.
* Currently working on Pardot Advanced setup for Marketing teams.
* Took care of Remedyforce administration which involves user level of access, assigning the user to Remedyforce queues, created few emails templates which are used in the Remedyforce workflows (Ticket assignment to a user, status change, resolution updates templates, etc).
* Developed few custom objects which are related to Account and opportunities.
* Provided a demo on salesforce Inbox to higher level management team and migrated all Org users from Tout to Salesforce Inbox.
* Mass updates and inserts using Data Loader.
* Handled all Salesforce inbox installation issues and documented the process of the installation for the new users.
* Modified Page layouts to organize fields, related lists and Developed validation rules for a custom object.
* Created Backup approvers if the actual backup approver is out of office.
* Developed whole CPQ quote approval process in the organization. Depending on the discount, total quote amount, region, and other factors the CPQ approvals will be triggered to the user.
* Developed custom reports and created many dashboards based on user requirement.
* Deployed components from Sandbox to Production. Regressive Testing in the full sandbox
* Collecting weekly backups and uploading them to internal drive.

**# Project 2:**

**Project Name**  : Internal Private Bank (IPB)

**Client**  : Bank of America

**Role**  : Salesforce Admin/Developer

**Organization** : Accenture Solutions Private limited

**Team size** : 5

**Environment** : Windows 7, Salesforce CRM.

**Technologies used** : Salesforce CRM, Force.com, SOSL, SOQL, Apex Classes, Visual Force, Data Loader, HTML

**Description:**

Bank of America is one of the largest multinational banking and Financial Company. The objective of the project is to implement CRM functionality using sales force for their lead management.

This includes creation of custom objects, creation of leads and converting them to Accounts and opportunities.

**Roles & Responsibilities:**

* Manage users, roles, profiles, groups, queues, and other setup options.
* Developed Apex classes, SOSL, SOQL and Triggers to support the custom functionality.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards, Reports and Opportunities.
* Developed workflow rule and validations on custom objects.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed Visual Force Pages for Standard Objects and Overridden.
* Developed Dashboards and reports.
* Developed workflows, Triggers using Apex, SOQL and SOSL for various functional needs of the business.
* Performed administration tasks like managing custom fields, roles, and profiles.
* Modified Page layouts to organize fields, related lists and Developed validation rules for a custom object.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, email alerts, field updates to automate the triggering of events when records are changed.
* Involved in developing custom reports based on client requirement.
* Deployed components from Sandbox to Production. Regressive Testing in the full sandbox (Full sandboxes copy your entire production organization and all its data, including standard and custom object records, documents, and attachments.)

**# Project 3:**

**Project Name**  : Migration

**Client**  : Liberty Global

**Role**  : Mediation Developer

**Organization** : Accenture Solutions Private limited

**Team size** : 3

**Environment** : Windows 7, UNIX.

**Technologies used** : Comptel Mediation, Perl, SQL, UNIX

**Tools Used** : Toad

**Description:**

Liberty Global is the largest broadband, TV, mobile phone, and home phone services in the UK.

As part of Ziggo merging in to Liberty Global, migration of the customers to Liberty Global platform and make all the services available from a single platform.

**Roles & Responsibilities:**

* Functional and Technical analysis of client requirements.
* Development of entirely new streams using Perl language as per the client requirements in Mediation.
* Working on individual nodes like (Collector, decoder, encoder, BLN, Aggregator, distributor etc
* Working on various bugs/issues rose through Incidents, debugging, and delivering the incident fix through a patch.
* Creating reusable scripts using Perl scripting as part of Automation.
* Creating the lookup tables using SQL in oracle database and fetching data using SQL.
* Following agile method for developing as per the client requirements.
* Collect, analyze, and implement change Request (CR) requirements in non-prod Eventlink environments.
* Documentation of technical specifications and user manuals.

**EDUCATIONAL DETAILS**

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| --- | --- | --- | --- |
| **Institution** | **Duration** | **Specialization** | **Grade Obtained** |
| Sri Sai Aditya Institute of Science and Technology | 2010-2014 | B.TECH(Electronics and Telecommunication) | 63% |
| Sri Prakash Junior College (10+2) | 2008-2010 | Mathematics (Math, Physics, Chemistry) | 85.6% |
| Sri Prakash Vidya Nikethan | 1996-2008 |  | 83.3% |

**PERSONAL PROFILE**

Date of Birth: 16th January 1993.

Languages known: English (fluent), Telugu (fluent), Hindi (Moderate)

**Extracurricular Achievements:**

* Active Volunteer in NGO Helping Hands 4 poor organization.
* Conducted and participated in PPA activities.
* Hobbies include reading novels, listening to music.