**CURRICULUM VITAE**

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**CAREER OBJECTIVE:**

I aspire to work in a challenging and responsible position where I can offer the best of my services for the development of the organization and grow professionally as well as personally.

**TOTAL EXPERIENCE: 7 Years and 4 Months till Present**

1. **Salesforce Experience** : **6 Years and 2 Months till Present**
2. **Technical Support Experience : 1 Years and 2 Months till April 2015**

**PROFESSIONAL** **EXPERIENCE:**

**1)Girikon Solutions Private Limited (June-2021 to May-2023)**

**Project 1::**

**Designation: Technical Lead (Client: Cirrus LED LLP)**

Documenting the client requirements and sending the requirements specification document to developers for coding within the Salesforce CPQ. Estimating the time and effort required to complete analysis, transfer ideas from Business stakeholders to Development team, Document User stories to high-level requirements and iterative requirements analysis throughout the project in Agile Framework.

* Participate in overall Business Requirements gathering, documentation of overall solution.
* Salesforce Hands-on Configuration, Solutioning, Implementation, and support.
* Ensure the best practices implementation based on Industry standard.
* Candidates with exposure to Salesforce Pre-Sales and demo preferable
* Good experience in Configure, Price Quote, and Billing processes, including enhanced Price Catalogue & price book, Advance approvals and Order management, Invoicing, Contracts and Revenue reporting.
* Need to be involved in Reviews, check the feasibility of the solution and functional fitment as per Salesforce out of the box functionality and best practices.
* Should be well versed in setting up product and pricing rules, discount controls, conditional quotes, advanced approvals, Invoicing, and Revenue Schedules.
* Align customer expectations, ensuring smooth and timely project delivery and support.
* Prepare test cases of modules implemented, validate the deliverables before Client testing and UAT.
* Follow up with Client and Support for issue resolution.
* Documenting the resolution of issues and sharing with the internal team on an ongoing basis.
* Interact with the key end-users and business owners to map applications to standard business processes and conduct gap analysis
* Suggest process improvements based on the application capability and industry best practices
* Support all formal documentation of implementation and provide relevant functional inputs to technical team
* Contribute to the training and development of key Salesforce team.
* Support in Pre-Sales, demos and estimates as an when required.
* Ensure weekly Client reporting and support to the Project Management team.

**Project 2::**

**Designation: Technical Lead (Client: World Learning Inc.)**

Documenting the client requirements and sending the requirements specification document to developers for coding within the Salesforce Education Cloud. Estimating the time and effort required to complete analysis, transfer ideas from Business stakeholders to Development team, Document User stories to high-level requirements and iterative requirements analysis throughout the project in Agile Framework.

* Proper Understanding of HEDA Architecture in Salesforce.
* Estimation of time and effort Required to Complete the User Stories in Development.
* Detailed Report Generation of Client Requirements.
* Face-to-Face communication for transfer of Business Ideas to Development Team.
* Reaching the Deployment Deadlines on Time and as Required.
* Configuration of Domain and Sites in Salesforce Lightning CRM (**Education CLOUD**)
* Maintenance of the User-Profiles and permission sets based on the Record-Level Accessibility.
* Creation of Lightning Components using SLDS.
* Administration of Lightning Components for Lightning Experience.
* Creating Custom Field-Formulas and Field Dependencies.
* Working with Lightning Framework in Lightning Experience.
* Administration of Salesforce Callouts in Rest API.
* Working with Data Loader and Data Import Wizard for Import/Export of Data.
* Creation of Fields, Custom Fields, Public Groups, Queues, Junction Objects Etc.
* Creation of Validation Rules, Workflow Rules, Duplication Rules and their Implementation.
* Working on Reports and Dashboards based on Client Requirement.
* Analyzing and De-Coding of CRM Related Issues in an Efficient way.
* Managing of the Mailer Lists and Creation of Mailer groups based on the requirement of the Client.
* Maintaining of Data Categories and Knowledge Articles Accessibility using Public Groups and Queues.
* UAT Testing for Sandbox Environment.

**2) Deloitte Digital US India Private Limited (Feb-2021 to May-2021)**

**Designation: Technical Lead (Client: Sterling National Bank )**

Deploying the Business requirements in **Financial Services Cloud in Salesforce Lightning** with Enhancing the CRM Configuration with Administration round the clock for the client and assisting in the Error-Free Migration to Salesforce FSC Cloud in order to enhance the business capabilities of the client thereby increasing the efficiency of the Supply chain management using Lightning Field Services Features.

* FSC Case Classification, Case Routing.
* Create Queues and Permission set for FSC and Field Services.
* Structured Error-Analysis of the Outage issues in Lightning.
* Configuration of Domain and Sites in Salesforce Classic CRM (**FINANCIAL** **SERVICES CLOUD**)
* Maintenance of the User-Profiles and permission sets based on the Record-Level Accessibility.
* Administration of Lightning Components for Lightning Experience.
* Creating Custom Field-Formulas and Field Dependencies.
* Working with Lightning Framework in Lightning Experience.
* Working with Data Loader and Data Import Wizard for Import/Export of Data.
* Creation of Fields, Custom Fields, Public Groups, Queues, Junction Objects Etc.
* Creation of Validation Rules, Workflow Rules, Duplication Rules and their Implementation.
* Working on Reports and Dashboards based on Client Requirement.
* Analyzing and De-Coding of CRM Related Issues in an Efficient way.
* Managing of the Mailer Lists and Creation of Mailer groups based on the requirement of the Client.
* Maintaining of Data Categories and Knowledge Articles Accessibility using Public Groups and Queues.

**3) TCS Limited (Mar-2020 to May-2020)**

**Designation: Salesforce Consultant**

**Business Analyst (Client: Ericsson Inc.)**

Deploying the Business requirements in **Service cloud in Salesforce Lightning** with Enhancing the CRM Configuration with Administration round the clock for the client and assisting in the Error-Free Migration to Salesforce Lightning in order to enhance the business capabilities of the client thereby increasing the efficiency of the Supply chain management.

* Structured Error-Analysis of the Outage issues in Lightning.
* Configuration of Domain and Sites in Salesforce Classic CRM (**SERVICE CLOUD**)
* Maintenance of the User-Profiles and permission sets based on the Record-Level Accessibility.
* Creation of Lightning Components using SLDS.
* Administration of Lightning Components for Lightning Experience.
* Creating Custom Field-Formulas and Field Dependencies.
* Working with Lightning Framework in Lightning Experience.
* Administration of Salesforce Callouts in Rest API.
* Working with Data Loader and Data Import Wizard for Import/Export of Data.
* Creation of Fields, Custom Fields, Public Groups, Queues, Junction Objects Etc.
* Creation of Validation Rules, Workflow Rules, Duplication Rules and their Implementation.
* Working on Reports and Dashboards based on Client Requirement.
* Analyzing and De-Coding of CRM Related Issues in an Efficient way.
* Managing of the Mailer Lists and Creation of Mailer groups based on the requirement of the Client.
* Maintaining of Data Categories and Knowledge Articles Accessibility using Public Groups and Queues.

**4) Infosys BPM Limited (Feb-2018 to Sept-2019)**

**Designation: Technical Process Specialist (Job Level: 3A)**

**Business Analyst (Salesforce CRM Consultant)**

**(Client: CISCO Inc.)**

Analyzing the Business requirements in **Service Cloud**, CRM Configuration with Administration round the clock for the client in order to enhance the business capabilities of the client thereby increasing the efficiency of the Supply chain management with high Partner and customer satisfaction as well as Customer Retention.

* Configuration of Domain and Sites in Salesforce Classic CRM (**SERVICE CLOUD**)
* Maintenance of the User-Profiles and permission sets based on the Record-Level Accessibility.
* Administration of Lightning Components for Lightning Experience.
* Creating Custom Field-Formulas and Field Dependencies.
* Working with Lightning Framework in Lightning Experience and Visual-Force Pages in Salesforce Classic.
* Working on APEX Classes and APEX Triggers in Salesforce Classic.
* Administration of Salesforce Callouts in Rest API.
* Working with Data Loader and Data Import Wizard for Import/Export of Data.
* Creation of Fields, Custom Fields, Public Groups, Queues, Junction Objects Etc.
* Creation of Validation Rules, Workflow Rules, Duplication Rules and their Implementation.
* Working on Reports and Dashboards based on Client Requirement.
* Analyzing and De-Coding of CRM Related Issues in an Efficient way.
* Managing of the Mailer Lists and Creation of Mailer groups based on the requirement of the Client.
* Maintaining of Data Categories and Knowledge Articles Accessibility using Public Groups and Queues.
* Issue Diagnosis for Data Categories for Community Site.

**5) Wipro BPS Limited, Chennai (May-2015 to December-2016)**

**CLIENT : Philips Inc.**

* **Designation: Salesforce Consultant (L2 Support Engineer)**

Analyzing the Business strategies and working on the Client Requirements within an speculated time-frame in **Sales Cloud**.

* Analyzing and De-Coding of CRM Related Issues in an Efficient way.
* Creation of Fields, Custom Fields, Public Groups, Etc.
* Creating Permission-Sets and Validation Rules according to the Business Requirements.
* Working on Reports and Dashboards based on Client Requirements.
* Setting-up of Process Builders for Approval Processes
* Setting-Up Email Alerts for Workflow Rules
* Adding, Freezing Users in Salesforce CRM
* Creating Process-Builders for Approvals
* Providing remote technical support on implementation of technology for various products and applications.
* Resolve product related issues though research and troubleshooting
* Maintaining of Data Categories and Knowledge Articles Accessibility.
* Decoding the Error occurred while using the Salesforce Platform and Escalating to the Senior Analyst with all the Logs.
* Resolving consulting and Access issues of the Philips partners for the Force.com Portal of Philips Inc.

**6) Sutherland Global services India Pvt Ltd (January 2014–April 2015)**

**Designation: McAfee Software Consultant (Tier-1 & Tier-2)**

**(Client: McAfee Inc.)**

McAfee Technical support – Supporting McAfee Home Users in issues related to McAfee Software (in Windows, MAC, Android)

* Ability to recover from downtime or disasters in minutes through McAfee Software.
* Troubleshooting network/wireless connection Issues.
* Troubleshooting operating system related issues.
* Resolving performance issues with computers and home networks.
* Email configuration and troubleshooting.
* Slow internet connection issues.
* Troubleshooting personal computers.
* Configuring and troubleshooting wired/wireless printer.
* Troubleshooting Internet browsers (Explorer, chrome and Firefox)

**EDUCATIONAL QUALIFICATION:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **School/College** | **Year of Passing** | **Percentage**  **Obtained** |
| B.Tech (IT) | GITAM UNIVERSITY | 2013 | 5.9(CGPA) |
| 10 +2  (MPC-IP Stream) (CBSE) | Kakatiya Public School | 2009 | 65.5% |
| 10th Class (CBSE) | Visakha Valley School | 2007 | 81% |

**PERSONAL INFORMATION:**

Name : Thogaru Chandra Mouli

Father’s Name : T. Kesava Rao

Date of birth : 04 Dec 1991

Nationality : Indian

Marital status : Unmarried

Address : D.No. 503, Aparna Apartments, Akkayyapalem,

Near Sai Baba Temple, Visakhapatnam-16.

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**Trainings:**

1) Salesforce[Administration Essentials for New Admins (ADM201)](https://c1.sfdcstatic.com/content/dam/web/en_us/www/documents/classes/ds-adm201.pdf)

2) Completed CS200, S&F200, T200 Course with Best Percentage.

**Declaration:**

I hereby declare that the above-mentioned information is correct up to my Knowledge.

Date:03-11-2021 T. Chandra Mouli

Place: Bangalore (Signature)