**K MADHUKAR**

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Profile Summary

A highly motivated and result focused Engineer with experience in CRM Domain with 1 Year in SFDC. Proficient in performing under demanding and diverse professional environment. Looking forward for a challenging position/ assignment in a growth-oriented organization in software development.

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| **CRM** | **Salesforce.com** |
| Salesforce.Com  Technical Areas | Configuration:  Workflows, Process Builder, Approval Process, Validations, Custom Formula Fields, Record Types, Data Security Concepts like Sharing Rules, OWD Settings, Lead Management Concepts like Lead Conversion Process, Web to Lead, Reports and Dashboards |
| Programming Languages | Apex |
| Operating Systems | Windows |
| Tools | Data Loader |

**EDUCATIONAL QUALIFICATIONS**

* Bachelor of Technology in EEE from BIT IT Hindupur 2012, Andhra Pradesh.

**WORK EXPERIENCE**

* Worked as Teacher in Shanti Niketan U.P High School from June 2014 to March 2018.
* Working as Software Developer (Trainee) in the Piersoft Technologies Hyderabad from April 2018to March 2019.

**SYNOPSIS**

* Good experience over creating workflows, approval processes, validation rules and sharing & security rules.
* Working knowledge in generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
* Experienced in Client handling, handling the Customers and End users effectively.
* Consistently exceeded organizational expectations with exceptional planning, and analytical skills and the ability to work in cross-cultural and multi-ethnic environments.

**Project1**

**Construction & Specification Management:**

Client Company is one of the leading real estate company. In this project we have built whole tracking process of their properties. We have built app for lead tracking process for SME’s and LME’s users from lead generation to till milestone payments. This also involves creation of user interface for their auction agents.

**Responsibilities:**

# Developed various Custom Objects, Tabs, **Users, Roles and Profiles and page layout and assigned for the users accordingly to project requirement.**

# Responsible for Creation of Workflows and Validation Rules and Approval process.

# Interacted with various business user groups for gathering requirements during project work.

# Created workflow rules and defined related tasks, email alerts, field updates to implement Business logic.

# Involved in Salesforce.com Application Setup activities and customized the

# apps to match the Functional needs

# **Design and develop Visual force pages using apex and controllers.**

# **Project:2**

**Client: Skin Consultation**

Client project is regarding service cloud as the customer used to book appointment for consultation and customer service person used to contact concern person who booked the appointment from salesforce and give their reports through salesforce and also giving certain details to customer.

**Responsibilities:**

* Created Users, Roles and Profiles and page layout and assigned for the users accordingly to the Role and Profile.
* Add some custom fields in Standard Object and create different types of Custom Profiles and object relationships.

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

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