**Sravan Kumar Giragani**

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**SUMMARY**

6+ Years of Information Technology experience which includes 4+ years of extensive experience in Salesforce. worked closely with business leadership, key stakeholders, developers, and clients to identify, implement, and distribute Salesforce processes & system solutions to increase efficiency and reduce operational costs in a global Salesforce environment. Highly accomplished Salesforce Administrator, Strong record of client satisfaction, proven multitasker, independent worker, and a team player. Aim to utilize my strong prioritization skills and analytical ability for the success of the organization.

**WORK EXPERIENCE**

* **Nisum India Pvt Ltd.** as **Senior** **Salesforce Administrator** from April 2019 to Till Date
* **William Sonoma India Pvt Ltd.** as **Salesforce Administrator** from July 2014 to March 2019.

**ACADEMICS**

* **B.Tech(Electronics & Communications Engineering)** from **Swarna Bharathi College of Engineering (JNTU), Hyderabad**

## SKILLS

Tools & Technology Salesforce Classic, Salesforce Lightning, Workflows, Approval Process, Apex Data Loader, Work Bench, Dataloader.io, AutoRabit, Copado , Zuora, Click Tools, Service Now. Workday, VSTS.

**PROJECT DETAILS**

**Nisum Salesforce Instance – Senior Salesforce Administrator April 2019 to Till Date**

**Environment:** Salesforce Classic, Salesforce for Outlook, Email-to-Case, Process Builder, Knowledge Functionality, Workflow Rules, Approval Process, Queues, Sandbox Refreshes and Post Refresh Activities

**Project Overview**: “**Reef Kitchens”**

Helping restaurants grow and prosper, serving thousands of new hungry customers, without the need for capital investment with the help of salesforce application.

**Roles and Responsibilities**:

* Planned and conducted requirements meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Worked on various areas of salesforce like creating of Workflow rules, Process Builders, Approval Process, profiles, and roles. etc.
* Designed and deployed Custom tabs, Custom Objects, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, and components.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Designed various types of email templates for auto response to customers.

**William Sonoma**

**WSI Salesforce Instance – Salesforce Administrator August 2016 to Mar 2019**

**Environment:** Salesforce Classic, Data Migration, Click Tools, Salesforce for Outlook, Live Agent, Pathfinder, Apttus, Knowledge App, Zuora (Z-Billing), AutoRabit, Apttus, Email-to-Case, Process Builder, Knowledge Functionality, Process Builders, Workflow Rules, Approval Process, Queues, Sandbox Refreshes and Post Refresh Activities

**Project Overview**: “**Salesforce CRM Customization”**

Configuration of Salesforce.com application to incorporate various standard functionality like Leads, Accounts, Contact, Activity, Campaign, Products and Territory Management etc. were done. Creation and customization of various objects, fields, record types, Workflow and Approval Processes, Escalation rules, Assignment rules, Validation rules, Custom fields, Email Services, and Sharing rules were done as per business needs of the client

**Roles and Responsibilities**:

* Planned and conducted requirements meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Worked on various areas of salesforce like creating of Workflow rules, Process Builders, Approval Process, profiles, and roles. etc.
* Designed and deployed Custom tabs, Custom Objects, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked towards preparation of requirements management plan, business and functional requirement documents.
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Created new custom objects, assigned fields, designed page layouts, custom tabs and components.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Created and deployed several reports for different user profiles based on the need in the organization.
* Designed various types of email templates for auto response to customers.

**William Sonoma – IT Support July 2014 to August 2016**

**Environment:** Windows 07, 08, Linux, Oracle

**Roles and Responsibilities**:

* Install and configure computer hardware operating systems and applications
* Monitor and maintain computer systems and networks
* Troubleshoot system and network problems, diagnosing and solving hardware or software faults
* Provide support, including procedural documentation and relevant reports
* Follow diagrams and written instructions to repair a fault or set up a system
* Support the roll-out of new applications
* Set up new users' accounts and profiles and deal with password issues
* Respond within agreed time limits to call-outs
* Work continuously on a task until completion (or referral to third parties, if appropriate)
* Priorities and manage many open cases at one time
* Rapidly establish a good working relationship with customers and other professionals, such as software developers

## DECLARATION

I hereby declare that the above details are true and correct to the best of my knowledge.

Place: Hyderabad

Date: (Sravan Kumar)

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