

RATNA DEEPIKA VINNAKOTA

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PROFESSIONAL SUMMARY

Salesforce Developer/Admin: 3.5 years of overall IT experience, 3 years of experience in Salesforce CRM. *Has good knowledge of the Technical and Functional aspects of Salesforce.com. *Hands on experience on developing Triggers, Apex Classes and VF Pages. * Experience in building & customizing reports and dashboards. *Experience in creating Custom Objects, Page layouts, record types, Formula Fields, Custom fields Master- Detail, Lookup relationships and Workflows.

SKILLS

Salesforce Certified Administrator(ADM-201).

Salesforce Development :Apex, Triggers, Visualforce pages, SOQL, RESTful WebServices.

Java basics, HTML5 & CSS3 basics.

Ability to learn and adapt to new technologies quickly.

WORK HISTORY

AVYAYA IT SOLUTIONS PVT LTD

June 2013 - July 2015

- Responsibilities include gathering business requirements and designing data model.
- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Involved in developing Apex triggers, Classes, Test methods and Visual Force pages to implement the custom functionality.
- Worked on the designing of custom objects, custom fields, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- Defined lookup, master detail, many to many relationships and created junction objects to establish connectivity among objects.
- Configured workflow rules, approval processes & validation rules. Created reports and dashboards to periodically monitor the situation.
- Used Data Loader to read, extract, and load data from comma separated values (CSV) files or from a database connection.

WIPRO TECHNOLOGIES

January 2012 - May 2013

- Customizing the Salesforce platform based on requirements.
- Created Workflow Rules, Approval Process, Email Alerts & Field Updates.
- Defined lookup & master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Use of Apex Data Loader for data manipulation activities.
- Uploading the candidate & panellist information via excel sheet.
- Managing and providing support on admin related tasks during the day of walk-in.
- Customized page layouts for Candidate, Panelist & Interview objects.
- Created custom Reports based on business need and associated them to Dashboard.
- Reconciliation of monthly payroll advises and creating presentations for bi-monthly reviews.
- Assisted in advising employees on employee relation issues and ensured compliance with company values, policies and procedures.
- Induction program for the new joiners in our team; Issuing HR letters to the employees as and when required; Prepared FAQ and process documents.
- Managing the functioning of grievance handling process by means of running independent email inboxes and in person talks.
- Handling employees' queries; Filling of all payroll related documents on monthly basis; Managing salary process communication with the accounts team.

EDUCATION

- MBA: Human Resources & Finance, 2011 JNTU Kakinada
- Bachelor of Science: Microbiology, Biotechnology, Biochemistry, 2008 Andhra University.