**Andey Vinodh Kumar**

*E-mail:* **andey.vinodh@gmail.com**

*Mobile: +91 6305462750*

**SUMMARY**

Self-Motivated, Well Planner and Focused.

* Acquired 5.4 years of experience in the field of Information Technology
* Strong & Effective analytical, problem solving and interpersonal skills.
* Experience in Salesforce technology. Expert in Admin and Beginner in Developer.
* Experience in Salesforce apps testing.

**Skill Box**

* Salesforce Technologies
	+ Salesforce CRM.
	+ Flows.
	+ SOQL/SOSL
	+ Process Builder.
	+ Work Flow.
	+ Validation Rules
	+ Approval Process.
	+ Escalation Rules.
	+ Salesforce Service Cloud.
	+ Salesforce Sales Cloud.
	+ Apex
* Familiarity with Agile process.
* Effective Test Case Management through SDLC.
* Familiarity with JIRA and CI/CD Tools.
* Data Integration:- Tools MuleSoft, Work bench and Data loader

**WORK EXPERIENCE**

Colliers International ~  Sr Software Engineer 11/2021 - Till Date

 • Salesforce Administrator: - Honeywell Aerospace EBIZ Ticketing system on Salesforce service cloud.

Kriova Infotech Pvt Ltd ~ Software Engineer 09/2020- 10/2021

 • Salesforce Administrator: - HER CRM on Salesforce sales cloud.

SPCPL ~  Software Engineer 09/2018 – 08/2020

 • Salesforce Administrator: - OMNI CRM for handling customer onboarding process on Salesforce Sales cloud.

SPCPL ~  QA Engineer 05/2017 – 08/2018

 • Validation of standalone and web-based applications for procurement process.

**PROFESSIONAL EXPERIENCE**

**Salesforce Admin (Service & Sales Cloud): -**

* 3.8 years of experience as a Salesforce administrator in Salesforce technology field.
* Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, custom views, and other content of intermediate complexity.
* Good experience in the administration and maintenance of Salesforce systems.
* Exceptional ability to create and maintain Salesforce databases.
* In-depth knowledge of Salesforce products and their functionalities.
* Proficiency in creating Salesforce profiles, allocating roles, and managing access.
* Hands on experience on Sales Pipeline Management.
* Knowledge of importing sales data and generating Salesforce reports.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Resolving Issues of End users.

**Quality Assurance**: -

* 1.5 years of experience in Testing Salesforce Custom apps.
* Executing SOQL queries, test scripts and test cases.
* Hands-on experience on validating Rest API integration with Salesforce custom apps.
* Used JIRA for Defect management.
* Experienced in Functional Testing, Regression Testing, Integration Testing and Database Verification.
* Very good exposure in preparing test plan, test cases, test summary reports and other test documents for testing.
* Having good working experience in Agile process on Testing projects.
* Good debugging skills and have an ability to learn new technologies and understand existing product.
* Have exhibited good communication & strong leadership skills, interacted & interfaced with project managers, team leaders and extended teams spread across the globe.
* Quick learner, flexible, independent and able to deliver against tight schedules with minimal supervision.

**Project Involved**

**Project Name : Honeywell Aerospace EBIZ .**

Duration : Nov 2021 – Till Date.

Role : Sr Engineer (Salesforce Administrator).

**Short Note on Project:**

Honeywell Aerospace is a multinational conglomerate corporation with millions of customer base with mission critical software component deliverables. Any issue with customers’ needs to be addressed within 8 hrs. SLA. For this Honeywell is looking for SFDC ticketing system over standard customer care system. As part of Honeywell Aerospace EBIZ project we developed SFDC ticketing system to created automated case when customer sends email/query/complaint to common email. Post case creation customer will be acknowledged with case number and case has been sent to common queue. Where Honeywell L1 run team analyze the issue from common que and assign it to respective product L2 team. Escalation mechanism also implemented as part of this solution to meet SLA’s.

**Roles and Responsibilities: Sr Engineer (Salesforce Administrator)**

Involved in Understanding and analyzing the requirements, Customizing Custom Objects, fields, record types, Case management, Assignment rules, Escalation rules, Email to case, forms and layouts, custom tabs and applications.

Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

Resolving Issues of End users.

Maintain user roles, security, profiles, workflow rules, etc.

Participate in cross-functional teams that address strategic business issues involving CRM, marketing, and sales operations.

Involved in creating record types, workflows and Validations.

 Worked on creating OWD, Sharing Rules and Permission set.

**Project Name: HER CRM.**

Duration :09/2020– 10/2021.

Role : Engineer (Salesforce Administrator).

**Short Note on Project:**

 Hertz Equipment Rental (HER) subsidiary of the Hertz Corporation operates as one of the largest equipment rental businesses, offering a diverse line of equipment and tools for rent and sale. HER needs to integrate the leads from multiple systems into SFDC app. It wants an automated sync of lead updates from data.com to SFDC. Auto-assignment of sales reps to the account teams and territories is required. The performance of sales reps is also required to be captured in SFDC reports.

**Roles and Responsibilities: Engineer (Salesforce Administrator)**

Involved in configuration and customization.

Responsible for customizing custom fields, page layouts, Custom Settings, Profile Settings, Record Types, workflows, validation rules, and formula fields for various Standard and Custom Objects.

Involved in implementing Sales Cloud & Service Cloud

Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Products, Task, Reports and Dashboards.

**Project Name :OMNI CRM .**

Duration : 09/2018 – 08/2020.

Role : Engineer (Salesforce Administrator).

**Short Note on Project:**

In real estate during customer house purchase process there is a need of CRM tool for sales team to handle customer details and queries also first six months of occupancy customers raises lot of complaints as snag queries which needs to be tracked and monitored for closure by execution team through salesforce customized app. We have created customized salesforce app for the above CRM requirements.

**Roles and Responsibilities: Sr Engineer (Salesforce Administrator)**

Executing SOQL queries, test scripts and test cases.

Hands-on experience on validating Rest API integration with Salesforce custom apps

Involved in Understanding and analyzing the requirements, Customizing Custom Objects, fields, record types, Case management, Assignment rules, Escalation rules, Email to case, forms and layouts, custom tabs and applications.

Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

Resolving Issues of End users.

Maintain user roles, security, profiles, workflow rules, etc.

Participate in cross-functional teams that address strategic business issues involving CRM, marketing, and sales operations.

Involved in creating record types, workflows and Validations.

Worked on creating OWD, Sharing Rules and Permission set.

**PROJECT MANAGEMNT SKILLS**

* Microsoft Project tool for Integrated schedule.
* JIRA for complete project tracking, which includes management of Features, EPIC and Program portfolios.

**PERSONAL DETAILS**

* Name : Andey Vinodh Kumar
* Father’s Name : Andey Gopala Krishna
* Gender : Male
* Date of Birth : 12th Sep 1991
* Phone : +91 6305462750
* Qualification : B.Tech
* Email : **andey.vinodh@gmail.com**
* Passport No : S3372664

 **LANGUAGES**

* I am fluent in English and Telugu, Hindi and Kannada.

**End of Profile**