**Anji Reddy Gouravarapu**

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**Summary:**

* Looking for An Environment Where I Can Learn and Become the Best Performer of My Services towards the Development of the Organization goals and Responsibilities’.
* **A Well-around 2 years of progressive I.T Experience as a Business Analyst, System Analysis, Design, implementation and Testing of SFDC Applications**.and aresult driven, customer-focused User Support, Business Mapping and Adept to participate in evolving technologies like **Apex,Visualforce,JAVA, HTML, CSS, AJAX, Java Script and JQUERY.**

**Professional Summary:**

* Hands-on experience in **Force.com platform** like **– Visualforce Pages, Apex classes, Apex Triggers, Apex Collections, Batch Apex, Scheduling Apex etc.**
* Hands on experience in **Salesforce.com Security Model** like **Profiles**, **Roles, Permission Sets, Role Hierarchy** and **Organization-Wide Default, Sharing Rules, Manual Sharing.**
* **Admin** features like **Users,Object Relations, Page Layouts, Record Types, Validation Rules, Formula Fields, Rollup Summary Fields,**
* Configured the **Assignment Rules, Auto-Response Rules** and **Escalation Rule etc.**
* Configured the **Email-to-Case, Web-to-Lead** functionalities.
* Worked on **workflows and Approval Process** toautomate the business process and good knowledge on **Process builder** and **flows.**
* Hands on experience in Data Migration with Salesforce.com using **Apex Data Loader**, **Import Wizards.**
* Hands on experience in **Salesforce Reporting (Reports & Dashboards)** And **Analytical snapshots.**
* Hands on experience in Deployment– **Change sets, Force.com IDE** and **ANT tool**. and good knowledge on Integration with **Web services-REST** and **SOAP** API
* Having good knowledge in Appexchange Application and Worked with **AXIOM(opportunity), Marketo(lead)** And **Finance Force cloud Apps.**
* Good understand with **Salesforce.com Governing limits** and **out of box functionalities of salesforce.com.**
* Hand on experience in **DellBoomi, Skyvia** cloud integration tools**,** and **Sugar, SAP (ERP&CRM)** Functionality

**Education:**

* 2010-2012: (**MSC) in MDCN** from **Leeds Metropolitan University** (U.K).
* 2005-2009: Completed **B.TECH-Information Technology** from **JNTUK-A.P**.

**Career Experience:**

* Worked as a Analyst**/**developer at **CommScope Inc**, Hyderabad Jan 2013 – July 2014

**IT Exposure:**

* **CRM** : Salesforce.com, Sugar CRM,SAP ERP System
* **Technologies** : Force.com, HTML, CSS, JavaScript,
* **Tools** : Data Loader, Jitterbit,DellBoomi, Skyvia

**Projects Summary:**

**Project #1:**

**Title :** CommScope Sales and Service.

**Client :** CommScope.

**Environment :** Salesforce.com, Force.com, SAP (ERP&CRM), DellBoomi, Marketo, Axiom

**Project Description:**

CommScope is a Global leader in Telecommunication in the form of wireless, enterprise, broad band segments and always looking forward with good vision, mission and values in Global Market they want to inherit Salesforce.com CRM as a added advantage to be in a position of global leader as a one CommScope for any type of solutions like at home, at work and on the go.

**Responsibilities:**

* **p**articipated in the continuous process improvement efforts related to design and programming of new functionality within Salesforce.com Acts as lead Configurer for moderately complex transactions in Salesforce.com software. Translates user requirements into Salesforce.com functionality and identifies resulting gaps. Assists users with test scripts and test phase
* Performed administrative tasks such as creating accounts and profiles, defining fields, maintaining drop-down list values, etc.
* Integrated new functionality from Salesforce.com releases and upgrades
* SAP FunctionalBusiness user Communication, Requirement Analysis, Design, Data Modeling, Development and Testing and support.