**HARIKA RAJU**

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**PROFESSIONAL SUMMARY:** Overall **8 years** of experience. Relevant **4years 8 months** in **Salesforce.com CRM, Force.com platform** using **Visual force, Triggers and Apex as Developer and Administrator.**

**TECHNICAL SKILLS/ EXPERIENCE:**

* Strong Salesforce Business Analysis experience
* Proficient in gathering requirements
* Strong stakeholder management skills
* System administration experience
* Hands on Salesforce.com configuration experience APEX,Visual Force and workflow skills
* Comfortable interacting with people in various levels within the organization
* Excellent understanding of Salesforce.com functionalit Service Cloud and Sales Cloud.
* Solid understanding of Project Methodology.
* Excellent communication skills

**CRM :** Salesforce CRM, Force.com platform

**Web Technologies :** Visual Force, HTML, CSS, Java Script

**Languages :** Apex, SOQL, SOSL

**Integrating Tools :** Apex Data Loader, Force.com, Import Wizard, Data

**Operating System :** Windows 7, Windows XP

**EDUCATION: Sai Sudhir PG College-**Hyderabad-**Masters of Business Administration-2008**

**Pulla Reddy Degree College-**Hyderabad-**Bsc** **Computers-2006**

**WORK EXPERIENCE: NTTDATA.com (Hyderabad) - Salesforce Developer-- June-2018-Aug-2018**

**PROJECTS PROFILE:**

**Project Name** : Massachusetts Executive Office of Health

**Cloud**  : Service Cloud.

**Responsibilities:**

* Strong ability to problem solve and understand how a business process can be enhanced and improved using Salesforce, coupled with the knowledge of choosing the most effective option for a customer.
* Strong Hands on Experience in writing **Apex Triggers, Classes, Visual Force, JQuery, Java script.**
* Experience in sfdc deployment mechanisms
* Expertise in CRM functionality, Sales Cloud, Security model using Profiles, Roles.
* Experience in Data Migration using Import Wizard, Workbench and other integration tools like Apex Data Loader. Implements custom and development requirements of work streams.
* Technical issue management

**WABCO India Pvt Ltd., (Chennai)--Software Engineer--March 2017 to Feb 2018**

**PROJECTS PROFILE:**

**Project Name** : E-Commerce (Cloud Craze)

**Cloud**  : Service Cloud

**Responsibilities:**

* Experience on Service Cloud including: Customer Portal with CLOUD CRAZE Platform.
* Strong ability to problem solve and understand how a business process can be enhanced and improved using Salesforce, coupled with the knowledge of choosing the most effective option for a customer.
* Worked on Tracking on Wabco Web shop Online. <https://webshop.wabco-auto.com/>
* Met with customer operations managers to identify issues and areas of potential improvement.
* Strong Hands on Experience in writing **Apex, Triggers, Visual Force, JQuery, Java script.**
* Designed and documented relevant system code and configurations.
* Monitored and analyzed revenue generation from website traffic information.
* Translations on different languages Web Shop.
* Designed and developed Workflow rules / Approval Processes.
* Experience in creating packages to deploy code from Sandbox to Production environment.
* Experienced in **Agile Methodologies.**
* Resolved issues raised by the end user after analyzing and discussing the issue with them and approval from them.

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**Intelenet Global Service Pvt Ltd. -----IT Analyst-----March 2012 to Oct 2016**

**PROJECTS PROFILE: Project #1:**

**Project Name** : REMOTE MAP ISSUE (RMI)

**Client** : Google Inc**.**

**Cloud**  : Service Cloud

**Responsibilities:**

* Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
* Designed and developed Workflow rules / Approval Processes.
* Developed technical requirements for internal developers to build solutions where needed.
* Previously worked on Google mapping tools which is a backend mapping tool for GMM and Desktop Maps.

**Project #2**

**Project Name** : BMT Surgical

**Client** : BMT Surgical, German

**Cloud**  : Sales Cloud

**Responsibilities:**

* Understanding and analyzing business process and to design solutions.
* Created Custom Objects, Fields and Page layouts.
* Worked on Tracking History on objects using custom tracking.
* Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
* Designed and developed Workflow rules / Approval Processes.
* Participated and given knowledge Transfer sessions.

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**Kainos E Technologies Pvt Ltd----HR Executive**--**Dec 2009-April 2011 Responsibilities:**

* Searching the database/web/job sites to source out the required resumes
* Speaking/Emailing to the screened/short-listed resumes and checking their availability and interests.Maintain excellent resume to interview conversion ratio.Handled the tasks of maintaining candidates and newly hired employee records in the Applicant Tracking Systems and regarding offer lettersMaintained constant communication with Hiring Managers for completing recruitment process and procedures.

**Pioneer Group of Institutions---HR Placement Office -- Sep 2008–Dec 2009**

**Responsibilities:**

* Directly or indirectly supervises students during placement activities and providing them full information about their queries and dealing with their problems and complaints.Building relations with HR managers of the companies, on behalf of colleges and maintain and strengthening those relations.Confirming their manpower requirements, their recruitment process, and any terms & conditions for the short listed students. Conducting mock interviews.

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**EXTRA-CURRICULAR ACTIVITIES:**

* Presented seminars on management related topics regularly in our campus.
* Participated in Management events.

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

Date:

Place: (NV Harika)