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**AKHILA**

**SR. CERTIFIED SALESFORCE CONSULTANT**

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**PROFESSIONAL SUMMARY**

* Around 8 years of experience in Salesforce.com CRM as Administrator/Developing, Data management including build Profiles, Roles, Users, Email Services, Approvals, Workflows, Reports, Page Layouts, Dashboards, Actions, Tasks and Events and implementation on various business domains.
* Troubleshooting issues and resolving cases.
* Strong knowledge of Sales, Service and support automation.
* Implemented Security and Sharing rules at Object, Field and Record levels for different users in the organization.
* Hands on experience in implementing Validation Rules, Field Dependencies, Assignment Rules, Work Flows, Process Builder and Approval Processes for automated alerts, field updates & Email generation according to application requirements.
* Experience in Salesforce lighting features like activities, contextual Hovers, Opportunity board, Customizable dash board.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes. Skilled in Salesforce.com (SFDC) development and implementation.
* Experience in Salesforce Customization, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Experience on Sales Cloud, Service Cloud and Extensive experience using Salesforce.com's Administration, Territory management, Creating Roles, Profiles, Page Layouts, Workflow Alerts, Actions and Approval Workflow Data Validation.
* Technical Knowledge about Salesforce lighting schema builder, process builder, app builder, components and lighting connect.
* Proficient in Bulk Data Migration from Traditional Applications to Sales Force using on demand Apex Data Loader.IO.
* Experience in customizing standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns and Custom objects as per client’s need.
* Experience in Data Migration using Data Import Wizard, Jitterbit data loader, Apex Data Loader and generating custom reports and dashboards.
* Experience in creating the relationships/junction objects like Master-Child, lookups,
* Entity Relationship data model.
* Proficient in data management, data manipulation, VLOOKUP, CRMFusion’s demand tools.
* Ability to perform Validation Rules, work flows, e-mail services and approval processes.
* Proficiency in installing App Exchange applications
* Experience in database language SQL.
* Having Good and clear understanding of object oriented programming language concepts.
* Experience in web design technologies such as HTML, JavaScript, and CSS.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
* Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.

**CERTIFICATIONS**

* Salesforce.com Certification – 201 Administrator
* Salesforce.com Certification – 401 Platform Developer I

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Salesforce CRM, , Apex Language, Apex Triggers, Visualforce Pages / Components, , Workflow & Approvals, Dashboards, Analytic Snapshots, Integration , Migration,Custom Objects,Force.com IDE. |
| **Salesforce Tools** | Force.com Explorer, Force.com Data Loader.IO, Force.com Excel Connector, Force.com Platform and Sand box testing |
| **Web Design Tools** | Visual Studio 2008/2005/2003, SQL Query Analyzer, Adobe Photoshop, , MS Office, Visio 5.0, Adobe Acrobat Pro |
| **Languages** | Java Script, XML, XHTML, HTML, SQL. |
| **ETL Tools** | Apex Data Loader, Jitterbit data loader Force.com workbench, |
| **Operating Systems** | Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux,Unix. |
| **Packages** | MS-Office, Project, VISIO, Excel, Access. |

**WORK EXPERIENCE**

**Client: State of Indiana, IN Mar 17 - Current**

**Role: Sr Salesforce Consultant**

**Responsibilities:**

* Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.
* Experience in Integrating App Exchange Applications with Salesforce, Mass E-Mail Management, Application management using Force.com
* Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
* Involved in various activities of the data migration project, involving information gathering, analyzing the model of the existing org, redesigning and customizing the new org.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.
* Involved in configuring, customizing and maintaining the new Production org and sand boxes.
* Setup new Users and Profiles, configured the User permissions and Role based access based on the organizational hierarchy.
* Manage the Salesforce Database by monitoring the integrity of data entry accuracy, enter all donations, assign appropriate flags, and more.
* Responsible for all migration activities related to configuring Data Loader, uploading data in CSV files into the Production Org, checking for the correctness of the data.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Lightning process builder for visualizing and creating automated business processes.
* Captured Leads originated from the corporate web-site and routed to marketing teams using assignment & auto response rules
* Created Web-to-Case forms and Email-to-Case response system to handle effective case management.
* Manage customers with profiles, permission sets, roles, and sharing rules in customer portal.

**Environment**: Salesforce.com, triggers, workflow, validation rules, Data loader, AppExchange, report, dashboard, Force.com IDE, Java, JavaScript, HTML, sandbox, Custom Objects, Custom tabs, Security Controls.

**Client: Stericycle, IN Aug 16– Mar 17**

**Role: Sr Salesforce Developer**

**Responsibilities:**

* Worked closely with Business Users for requirements gathering, analyzing the requirements, and documenting the functional & non-functional requirements.
* Designed, developed the Custom objects, Page layouts, Custom tabs to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Created workflow rule to automate opportunity-naming convention to be defaulted with Account name, Primary Product & close date.
* Build & assigned users in the role hierarchy as per the design of Solution/ Technical architect.
* Created multiple custom profiles & permission set to meet the business requirement & process.
* Created email services, page layout, mini page layout workflows, record types & field level security as per the user stories.
* Captured Leads originated from the corporate web-site and routed to marketing teams using assignment & auto response rules.
* Designed, and developed the Custom objects, Record Types, Formula fields, Page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Deployed meta-data & customization into multiple environments using change sets.
* Provided daily support to the user community (Data Management, Password access, How-to & Process related questions).
* Used change sets for deployment.
* Experienced on Salesforce reports and dashboards, communities, customer portals, partner portals, knowledge management, content management.
* Worked closely with project manager to co-ordinate, track and monitor project progress and status.

**Environment:**  Saleforce.com platform,Triggers,force.com Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

**Client: USAA, TX Oct 15 – Aug 16**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.
* Created user profiles and configured the permissions based on the organizational hierarchy requirements.
* Created various Reports (summary reports, matrix reports, and dashboards) and Report types to assist managers to better utilize Salesforce.
* Implementing of various QA topics in customer communities etc.
* Created workflow rules, approval process and defined actions like Tasks, Email alerts, outbound message and Field updates.
* Analyzed and created custom Profiles as required for the business needs and implemented object level, field level and record level security.
* Developed Workflow Rules, Approval Processes and customizations within salesforce.com
* Created custom report types and generated Reports using the report types
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Creating and managing Customer portals, Self-service portals, knowledge and cases via portals.   
   Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Created Chatter group and its daily digest.
* Added Global picklist values for the State and dependent picklist for cities.
* Responsible for Salesforce.com inquires regarding issue resolution from all parts of the Sales.

**Environment**: Saleforce.com platform,Apex,Visualforce account hierarchy, Workflow rules, Reports, Custom Objects, Custom Tabs, Email Services ,Security Controls, Data Loading, Data Management, Documentation, Communities, Portals.

**Client: Foursoft Technologies Private Ltd, India** **July 10 – Aug 15**

**Role: Salesforce Administrator**

**Responsibilities:**

* Sales Cloud implementation for a mid-range user-base**,** the project includes but not limited to, creating Customized applications, various Custom objects, Tabs, field & page layout customization for the standard objects like Account, contact, Leads ,managing campaigns, create customized HTML email templates,
* Good Knowledge in complete software development life cycle (SDLC) including requirement gathering and analysis, design, implementation and Maintenance.
* Set-up escalation and assignment rules for case automation, built custom page layouts and record types for support process.
* Set-up and configured local sandbox environments to replicate reported issues in-house, before deploying to the production environment.
* Managed all requestscompany-wide (100+ users) for user assistance, troubleshooting and daily maintenance.
* Manage reports and dashboards folders for groups, customizing reports using filters and criteria and control visibility, creating reporting snapshots for tracking historical data.
* Automated Business process using workflow rules, approvals, possess working knowledge in using tools like Process Builder and Visual Flow.
* Provide day to day support and troubleshoot issues.
* Gather, document, and analyze data and information.
* Developed Documentation based on client requirements.
* Performed detailed analysis of technical and business requirements
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.

**Environment**: Saleforce.com platform, Import Wizard, Data Loader Workflow rules, Reports, Custom Objects, Custom Tabs, Email Services, sales cloud, Service cloud, Data Management.

**EDUCATION**

* Bachelors in computer science