MUNAGAVALASA GYAN SAGAR PATNAIK

Scaling new heights of success with hard work & dedication and leaving a mark of excellence in executing projects of Salesforce Administration; targeting assignments in **Salesforce Administration/Consultant** with an organization of repute

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CORE COMPETENCIES

Sales Cloud Consultant

Salesforce Administration and CRM

Business Analysis

Data Migration

Release Management

Salesforce.com (SFDC)

User Access, Integration & Customization

Dashboard Reporting

Relationship Building

SOFT SKILLS

Critical Thinker

Analytical

Collaborator

Decision-maker

PERSONAL DETAILS

Date of Birth: 21/06/1995

Languages Known: English, Hindi and Telugu.

Address: D.No: 44-34-43/3, Flat no - 201, Viswaprabha Apartment, Nandagiri Nagar, Akkayyapalem, Visakhapatnam -530016

EXECUTIVE PROFILE

- **Salesforce Certified Administrator;** offering experience of **over 4.7 years** in Salesforce Administration, Business Analysis, Process & Operational Excellence, Production Support & Deployment

- Expertise in **customizing Salesforce.com** fields, page layouts, record types, validation rules, workflow rules, reports, and dashboards

- Skilled in creating profiles & permissions **documentation, governance framework, data mapping, and reporting & dashboard building**

- Expertise in **maintaining, enhancing and creating** workflows, functions and configurations within the Salesforce.com environment

- **Keen customer-centric approach** with skills in driving customer level profitability and addressing client priorities and resolving escalations within prescribed TAT, thereby attaining high Customer Satisfaction

- Experience in **Data Migration from Legacy Systems** using Data Loader, Import Wizard and data transfer tools

- Success in performing end-to-end perfection across **Incident, Configuration, Service, Problem & Project Management** with excellent in managing issues, performing root-cause analysis for remedying technical difficulties and providing leadership/ direction

- An effective **communicator** with exceptional **relationship management skills** for maintaining cordial **business relations** with **legal counsels and other external agencies**

EDUCATION & CREDENTIALS

- **B.Tech. (Electronics and Communication Engineering)** from Raghu Engineering College, Visakhapatnam in 2016 with 75.86%.

CERTIFICATION

- **Salesforce Certified Administrator, Salesforce License 21688825**

Technical Skills

- **Sales Cloud and Service Cloud Implementation/Customization:** Workflow Rules & Approval Processes, Validation Rules, Custom Objects, Security Controls, Analytics, Reports and Dashboards, Case Management Automation/Assignment, Sales & Support Processes

- **Custom Applications Development:** Build custom applications, Process Builder, Approvals and SOQL

- **Other Skills:** Deployments, Data Migration, Data Cleansing, System Security, User Administration, Analytics, Release Management & Integration, Microsoft Office Excel, ERP

💼 WORK EXPERIENCE

Since Aug'16: Sys Database Solutions Pvt. Ltd., Hyderabad as Salesforce Engineer.

Key Result Areas:

- Managing administrative functions including user account maintenance, reports & dashboards, workflows and other routine tasks
- Understanding all aspects of salesforce configuration and technical/functional capabilities
- Coordinating with clients to map out their existing Business Processes and providing system based solutions that increase efficiency and reduce operating costs
- Developing Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements
- Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process
- Gathering business requirements for enhancements and translating into technical requirements
- Rendering support to operations & admin. for the Salesforce.com application by identifying issues; determining and executing appropriate resolution and communicating the same to the customers
- Mentoring and managing teams to be able to keep project on time as well as review work done by the team
- Understanding CRM technologies being used on a project to be able to direct how to design, develop, test, and implement a technical implementation project

💼 PROJECTS UNDERTAKEN

Project 1: Alcon Sales Implementation & Global locator
Client: Novartis
Environment: Force.com platform Apex, Visualforce pages, SFDC, ife Sciences Industry Domain,
Project Overview:
Alcon is a leading eye care company where Sales Reps advertise their products to doctors, drop samples and Service Engineers check about the equipment installation and maintenance. It uses SFDC in the technical end and is maintained by us. The purpose of the project is to give customer service to the end users and also to monitor certain jobs on daily basis.

Roles and Responsibilities:

- Analyze & debug critical incidents on Apex, Visualforce pages.
- Resolve High/ Medium/ Low Incidents, Work Orders in SFDC.
- Setting up Salesforce.com Application activities and customized the apps to match the functional needs of the organization.
- Create and maintain Profiles, Permission Sets, Sharing Settings, Workflows and Approvals, Security Controls, Custom Settings, Scheduled Jobs and Report Types
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data and working through Work Bench.
- Interface with the SalesForce.com premium tech support team on a regular basis.
- Played major role in preparing and implementing CRQ (data change request) documents by making regular follow ups.
- Prepare reusable documents and artifacts like complete functionality and flow of the project application, Repetitive tasks, etc.
- Guide team to resolve incidents related to SFDC.
- Data loading.

Project 2 : BT Wifi -LTE
Client : British Telecom
Environnent : Force.com
Project Overview:
Migration of GENView, GENBAND's unified operation, administration, maintenance and provisioning system to Salesforce, which involves Configuration and Customization of a new Salesforce Instance. Configuring Accounts, Contacts, Sub Account, L2C orders and T2R cases for various product journeys.

Roles and Responsibilities:

- Preparing an estimation based on the requirements.
- Involved in calls with the clients to gather requirements.
- Involved in the Development activities as per the requirements using Force.com customization in Sandboxes (test environments) for the users to test.
- Preparing the test methods for deployment.
- Performing manual unit testing ensuring the functionality is working.
- Providing the Post Deployment Support as and when required.
- Along with the development activities also picked new Change Requests.

● Attending daily stand-up calls and weekly design review calls.

Project 3 : OSS-RC Steady State Project (ICON)
Client : Ericsson – Hungary/Ireland
Environnent : Eclipse IDE
Project Overview :
OSS supports operations in the Ericsson NW. OSSRC manage Core Network and the GSM and WCDMA radio access networks. OSS is used by mobile -operators to handle and facilitate the everyday work. Ericsson OSSRC uses IPCM products in its operations. IPCM (Internet Protocol Configuration Management) has different applications like Individual node managers – AIPCM and ICS.

For radio access network operators who want manage STN nodes, AIPCM is an application used to configure and manage nodes required to use IP infrastructure for transmission of data over lower-Abis interface unlike simple standalone node managers.Configurable nodes: STN, SmartEdge, SEGW Firewall, BSC, BSC LANSwitch. For radio access network operators who want manage STN nodes, AIPCM is an application used to configure and manage nodes required to use IP infrastructure for transmission of data over lower-Abis interface unlike simple standalone node managers. Configurable nodes: STN, SmartEdge, SEGW Firewall, BSC, BSC LANSwitch .

Responsibilities:

● Developed and customized objects, fields and page layouts
● Managed and configured Salesforce for users categorized under various roles and profiles
● Defined lookup and master-detail relationships on the objects to establish connectivity among objects
● Sustained & prepared the custom objects, custom fields, custom tabs, and validation rules
● Uploaded data through Data Loader; created approval processes and workflows