CURRICULUM VITAE

APPARAO
Email id:apparao.2015sfdc@gmail.com
Phone no:+91-9014875752

PROFESSIONAL SUMMARY

- Having 5+ years of IT experience includes 3.5 year's hands on experience as Salesforce.com CRM Administration & Salesforce Support analyst, implementation including configuration and database activities.
- Effectively managing cloud computing CRM issues for salesforce customers.
- Serving as a salesforce administrator which includes working upon the cases raised by customers.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- Formulating custom objects, fields including reports, dashboards, profiles, users, permissions sets, record types, page layouts, etc.
- Provisioning new and refreshed Sandbox environments by executing a post refresh set of instructions
- Managed user profiles across the organization and Implemented sharing rule across organization.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
- Experience in data migration using Import wizard.
- Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
- Proficiency in Managing users, Apps, Security controls, Proficiency in Domain Management, Data Management.
- Expert in Preparing Data Dictionaries, KT documents & Spreadsheets.
- Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
- Experience in working with Salesforce.com sandbox and production environments.

- Strong practical deployment knowledge of VisualForce, Flex, Salesforce configurations, Apex classes, APEX Web services, API, AppExchange deployment.

- Experience working with Force.com application packaging and deployment.

- Hands-on experience with the configuration, deployment and expansion of Salesforce functionality by enabling new features

- Experience working with and managing multi-sandbox environments
- Drafting & implementing new enhancements including creation of custom objects, workflows,emails alerts & templates, and campaigns.
- Ensuring updating, extracting & deleting data for the users as requested with help of Data Loader

- Involved in migrating data into salesforce application using apex data loader through CSV files.
- Good knowledge on Sales Cloud and Service Cloud.

PROFESSIONAL EXPERIENCE

- Worked as Software Engineer for Bluegem IT Solutions Pvt Ltd from 5th December 2017 to till date.
- Worked as System Admin for Perito Cyber Management Pvt.Ltd. from 9th December 2015 to 30th November 2017.

EDUCATIONAL QUALIFICATION

- MBA from JNTU-Hyderabad in 2011.

Skill Set

Force.com	Validation Rules, workflows and approvals, Reports, Dashboards, Standard Objects, Custom Objects, Classic Application, Sandboxprovisioning, Deployments.
Tools	Import wizard, Data Loader, Classic Application.

CERTIFICATION:

Salesforce Administrator certification (ADM-201)

PROJECTS:

Project 3
Client:FAB Wheels Corporation – CANADA
Application Name: FAB Sales & Service
Role: Salesforce Support Analyst
Description:
FAB Wheels Corporation is an wheels and tyres Manufacturing Company in the Canada. Headquartered in Canada, it delivers materials like wheels and tyres all over the world. As a global learning company, FAB wheels specializes in A sizable selection of alloy wheels are available to automobile owners who want lighter, more visually appealing, rarer, and/or larger wheels on their cars. FAB creates engaging, dynamic and effective automobile retail sales and experiences from early 90's serving more than 50 million customers/dealers in more than 150 countries. They want to store their customer's information in salesforce CRM to generate business. Here salesforce system receives customers, orders, products and their prices from master system SAP.
Responsibilities

- Troubleshooting email campaigns, workflows, approval cycles or auto-responders that generate excessive bounced mails.
- Expanding or refining sharing rules and access privileges so records can be pproperly viewed and manipulated (while keeping the "special records" locked or hidden altogether).

- Fixing data records that have somehow been set with record types or ownerships that make them inaccessible to users.
- Involved in enhancing existing modules, developing and supporting production defects.
- Participated in production deployments & Release engineering activities.
- Responsible in taking cases and resolve on time without breaching SLA's.
- Email communications and verbal communication toward issue respective to stakeholders.
- Designed KT documents and Unit test documents respective to user stories
- Involved in Onsite & Office modal sprint agile structure.
- Involved in enhancing existing modules, developing and supporting production defects.
- Involved in Administration, salesforce configuration and Deployment activities
- Worked on data management activities.
- Preparing data dictionaries & KT documents.
- Handled Data Security, Reports & Dashboards, Automated process works.
- Worked on sandboxes and Production Environments, Resolving Production Issues within the given time line with Proper unit testing.
- Manage Salesforce releases with pre-sandbox review and testing of all new development functionality.
- Govern Change Management process from development sandboxes to production and across the development lifecycle. Ensure that all necessary changes are documented, reviewed, tested, approved and deployed
- Move code from lower sandboxes to production environment using Change Sets, Eclipse IDE and ANT Tools.

Project 2
Client: Starwood Hotels & Resorts
Role: Salesforce Administrator
Description:
Starwood Hotels & Resorts is a large company, maintaining around 1500 hotels includes 9 brands and other franchise. The Starwood application is a developed project for STARWOOD HOTELS, which is aimed to schedule total Hotels operations located in throughout world based on the daily update of bookings and reservations from its customers. This system is mainly to manage Starwood Hotels and Resorts properties. Starwood can provide reservation in various ways for its hotels. Here the guest can book, cancel and modify through different channels like Branded web, Customer care, third party and through walk in directly.
Responsibilities:
- Involved in enhancing existing modules, developing and supporting production defects.
- Responsible in troubleshooting the defects in lower and higher environments.
- Involved in Onsite & Office modal sprint agile structure.
- Being a Salesforce Support analyst, Involved in all configuration changes, Customizations, Data management activities & Release manager activities.
- Deployment activates, preparing package xmls.
- Participated in production deployments & Release engineering activities.
- Issue Fix in all sandbox environments & Production Support.
- Used ALM, Spira, Jira tools.
- Responsible in taking cases and resolve on time without breaching SLA's.

Project 1

Client: WATSCO Inc
Application Name:WATSCO Sales
Role: Salesforce Support Analyst
Description:

Watsco, Inc. is the largest distributor of air conditioning, heating and refrigeration equipment and related parts and supplies (HVAC/R) in the United States. Watsco manufacturer of parts, components and tools used in the HVAC/R industry. We implemented the complete, end-to-end CRM solution for their business needs using Salesforce.com CRM and the Force.com platform.

Responsibilities:

- Handled all administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks.
- Managed Salesforce.com data feeds and other integrations.
- Coordinated the evaluation, scopes and completion of new development requests.
- Experience with git, the Salesforce Metadata API, sandboxes & deployment tools
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Worked on Sandbox and Production, Resolving production issues within the given time line with proper unit testing.
- Worked on Apex Data Loader for doing various data migration activities.