

V Sudhakar
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Relevant Experience

I Have 4+ years of Total IT Experience, Relevant experience in Salesforce.com. having in depth knowledge in Salesforce CPQ (Steel Brick) Configuration, Administration and Support.

Seeking assignments in the field of **Software Administration/Development** with a growth-oriented Organization.

Professional Summary

- Have knowledge in Architecture of Salesforce, Experience in managing full sandbox, developer sandbox and Configuration-only sandbox.
 - Experience in SFDC related technologies such as Apex, Visual Force.
 - Hands on experience in writing queries using SOQL and SOSL in Apex Classes.
 - Implemented Formula fields, Validation Rules, Workflow Rules, Workflow Approvals, Process Builder and sharing & security rules.
 - Creating Custom Apps, Custom Objects, Custom fields, Applying Sharing Rules, Handling Page Layouts, Search Layouts, Related List and defining Field Dependencies, custom buttons.
 - Experience in migration applications from Sandbox to Production using Force.com Migration Tools like Force.com IDE, Change Sets
 - Experience in Data migration using Import Wizard and Apex Data Loader.
 - Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
 - Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, Dashboards in Salesforce.
 - Strong interpersonal skills and ability to play well both individually and in teams.
 - Hands on experience on [Defect Tracking](#)/Project Management Tool Service-now, JIRA.
 - Hand on experience Demand Tool like insert update and bulk import and export the data from Salesforce.com subjects used it to read extract and load data from csv file.
 - Hand on experience on creating SVC Contracts, Account and Contact merging.
 - Experience in Salesforce Relationships, Creation of Tabs and Rollup Summary Fields.
 - Experience in creation of CPQ Opportunity assign Record Types and Products to related Oppty.
 - Experience in creation of Price Rules, Summary Variables, Error Conditions, Product Rules in CPQ.
 - Worked on Price Books and assign to Opportunities, Change or add Standard Price books related to specific country.
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PROFESSIONAL EXPERIENCE

- Currently working as AltenCalsoftLabs India Pvt Ltd, Bangalore from Oct 11th to till date.
- I worked Infopro Solutions Pvt Ltd, Bangalore from Feb-2018 to Aug-2018.

- I worked Ciphersites India Pvt Ltd, Bangalore from Jan-2015 to Feb-2018.

ACADEMIC CREDENTIAL

- B.Tech from Electronics & Communication Engineering Jawaharlal Nehru Technology University in 2014, Anantapur.

I.T SKILLS

Language	:	Apex, Java
Database	:	SOQL, SOSL
Operating system	:	Windows Family
Development Environment	:	Eclipse, Force.com IDE, Apex Data Loader, Demand Tool
Others	:	Sales force CRM, Workflows and Approvals, Case management Automation, Sandbox testing, Reports and Dashboards, Profiles and Roles, Permission sets.

PROJECTS

1.

Project	: Extreme Networks
Environment/	
Domain	: Salesforce CRM, Salesforce CPQ (Steel Brick)
Role	: Salesforce Admin/ Support Engineer

Project Description :

Extreme Networks is a networking company based in San Jose, California. Extreme Networks provides software-driven networking solutions for Enterprise and Service Provider customers. Providing a combined end-to-end solution from the Data Centre to the Access Point, Extreme Networks designs, develops, and manufactures wired and wireless network infrastructure equipment and develops the software for network management, policy, analytics, security and access controls.

Roles and Responsibilities:

- Used data loader for insert update and bulk import and export the data from Salesforce.com subjects used it to read extract and load data from csv file.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
- Created service contract using demand tool.
- Created Custom setting and fields in salesforce object relations.
- Deployment the code from sandbox to production using Inbound change set and Outbound change set.
- Experience in creation of Price Rules, Summary Variables, Error Conditions, Product Rules in CPQ.
- Involved in Price Books and assign to Opportunities, Change or add Standard Price books related to specific country.

2.

Project : **Service Cloud**
Client : **8x8**
Role : **Configuration and Support**

Project Description :

8x8 help companies get their employees, customers and applications talking to make people more connected and productive using VoIP phone Equipment which reducing complexity and cost, improving individual and team efficiency and performance, and enhancing overall customer experiences. 8x8 is the trusted provider for more than 50,000 businesses operating in over 150 countries.

8x8 using salesforce service cloud to register the queries and complaints and Salesforce Customer Portal built on Salesforce communities provides an online support channel for customers allowing them to resolve their inquiries without contacting a customer service representative.

Roles and Responsibilities:

- Understanding and analyzing the requirements and mapping them to Sales force functionality.
- Interacted with customer operations, managers to identify issues and potential areas for improvements to existing applications.
- Maintaining Workflow rules and Approvals, Process builders.
- Involved in customer community support portal, Case feed.
- Involved in Escalation rules, Case assignment rules.
- Hands on experience on Service Cloud User, Knowledge User, Customer Community.

3.

Project : **Boehringer Ingelheim-Sales Cloud**
Client : **Boehringer Ingelheim**
Role : **Salesforce Admin and Developer**

Project description:

Boehringer Ingelheim, a Top 20 global pharmaceutical company using salesforce platform for global deployment supporting its prescription medicine commercial and medical teams. Boehringer Ingelheim is headquartered in Germany and operates globally with 145 affiliates and more than 47,500 employees. Over 18,500 users in go live on Salesforce cloud-based solution over the next two years. The daily activities of salesperson will be tracked and with pre-defined targets which will impact organizational growth.

Roles and Responsibilities:

- Daily administering and supporting Salesforce including managing multiple user setup
- Creating and documenting application requirements by working together with those involved in the development of program enhancements

- Developing reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Providing users with technical support on Salesforce & associated applications, and managing ongoing support requests and administrative needs of users
- Ensuring speedy resolution of queries & grievances, maintaining excellent relations with clients to generate avenues for additional business

4.

Project	:	Boehringer Ingelheim-Service Cloud
Client	:	Boehringer Ingelheim
Role	:	Configuration and Support

Project description:

Boehringer Ingelheim, a Top 20 global pharmaceutical company using salesforce platform for global deployment supporting its prescription medicine commercial and medical teams. Boehringer Ingelheim is headquartered in Germany and operates globally with 145 affiliates and more than 47,500 employees. All the queries related to products and prescription from the Doctors and hospitals will be tracked in service cloud application and provide faster response the customers.

Roles and Responsibilities:

- Daily administering and supporting Salesforce including managing multiple user setup
- Creating and documenting application requirements by working together with those involved in the development of program enhancements
- Developing reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Providing users with technical support on Salesforce & associated applications, and managing ongoing support requests and administrative needs of users
- Ensuring speedy resolution of queries & grievances, maintaining excellent relations with clients to generate avenues for additional business