

## LOKESH KARUPARTHI

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### **Objective:**

Looking for a challenging role in a reputable organization to utilize my technical skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector

### **Professional Summary:**

Salesforce Admin with 1.6 years of experience in both Classic & Lightning modes of environments and management skills

### **Technical Skills:**

Salesforce (Admin)	C	Windows 10, 8, 7	Manual testing
Workato (basics)	Core Java	Linux	Domo (basics)
MuleSoft (basics)	RestAPI (basics)	Lucid charts	Zendesk (basics)
Salesforce Service Cloud	Salesforce Sales Cloud	Salesforce CPQ (basics)	Salesforce Embedded chat & EinsteinBot

### **Work Experience:**

Trainee Software Engineer at Spica Stream Solutions Pvt Ltd, Hyderabad from Aug 2019 - Till date

1. **ETQ-CPQ-Implementation(Salesforce)** Feb 2021 - till date

Provided CPQ implementation for the ETQ Company.

2. **Ringlead-EinsteinBot-Implementation(Salesforce)** Oct 2020 - Feb 2021

Provided implementation and service support for the RingLead Company.

### **Roles & Responsibilities:**

- Played a key role in gathering and analyzing the business requirements from users, drafted the Business Requirement Documentation (BRD)
- Created the new users in salesforce
- Designed and developed the Community page website for the client in salesforce as per the requirement

- Designed and developed the automation tools like (Queues, Assignment rules, Auto-response rules, Escalation rules, Macros) which allows users to track and resolve customer issues quickly.
- Extensive business knowledge and customization experience on various salesforce.com standard objects - Accounts, Contacts, Cases, Chat transcripts, Report & Dashboards
- Designed and developed the email alerts, auto-responses, and email templates
- Design, develop, and deployed the auto-launch flows in salesforce for the einstein chatbot functionality in Development, Sandbox, and Production environments
- Deployed Einstein chatbot components & functionality in Development, Sandbox, and Production environments
- Implemented and deployed the case creation through Einstein chatbot functionality in the website as per the client requirement
- Resolved the service cloud cases as per the priority levels and provided service support to the end client
- Updated the project status on a daily basis to the management, clients, and others as part of the day to day responsibilities

### **3. WM-Implementation(Salesforce) Jun 2020 - Oct 2020**

**Salesforce implementation project for WaterMark-Insights Company.**

#### **Roles & Responsibilities:**

- Played a key role in gathering and analyzing the business requirements from users, drafted the Business Requirement Documentation (BRD)
- Designed and developed the instance from the scratch
- Created the new users in Salesforce
- Designed and developed the custom applications
- Designed and developed the new custom objects, fields, and tabs as per the client requirement
- Designed and developed the record types, page layout, support processes, queues, validation rules, process builders, and workflow rules in Salesforce
- Designed and developed the email alerts, auto-responses, and email templates
- Deployed components in Development, Sandbox, and Production environments
- Updated the project status on a daily basis to the management, clients, and others as part of the day to day responsibilities

### **4. CAO-Ticketing System (SalesForce) Apr 2020 - Jun 2020**

**Creating a console lightning application in Salesforce for WaterMark-Insights Company.**

#### **Roles & Responsibilities:**

- Played a key role in gathering and analyzing the business requirements from users, drafted the Business Requirement Documentation (BRD)
- Created the console lightening application in Salesforce
- Configured the salesforce application as per the client requirement
- Created the custom objects, fields, and its dependencies for CAO Ticketing System & CAO-Time Entry
- Designed and developed the record types, custom tabs, page layouts, validation rules, process builder, email templates, and email workflow actions
- Designed and developed Google-forms and sheets
- Developed, modified, and tested the scripts as per the client requirements
- Worked on the Rest API to integrate with salesforce environment
- Deployed components in Development, Sandbox, and Production environments
- Updated the project status on a daily basis to the management, clients and others as part of the day to day responsibilities

#### **5. WM-Support Service (SalesForce)**

**Nov 2019 - Apr 2020**

**Provided service support for the WaterMark-Insights company.**

##### **Roles & Responsibilities:**

- Played a key role in gathering and analyzing the business requirements from users, drafted the Business Requirement Documentation (BRD)
- Created the custom application as per the client requirement
- Designed and developed the Custom objects and fields in the Salesforce instance
- Created the support process and record types
- Designed and developed the email templates, workflow actions, and email to case
- Designed and developed the approval processes, workflows, and process builder
- Created the tickets in the Zendesk
- Solved the tickets based on priority levels
- Deployed components in Development, Sandbox, and Production environments
- Prepared status reports daily and sending them to management, clients, and others

#### **4. Order To Cash (Salesforce To Net-suite )**

**2019**

**Aug 2019 - Nov**

**Sales-force to Net-suite integration project which is developed as Recipe in Workato.**

##### **Roles & Responsibilities:**

- Created a custom object as integration queue in salesforce
- Created a callable recipe and written conditions when to trigger it as per client requirement
- Created an individual recipe called customer service recipe and product recipe in workato to get the information about the customers and products from salesforce
- Built a looping logic to get the information about the products from Salesforce to workato recipe

- Completed the data mapping of Salesforce fields with the help of .csv files in workato
- Records are created/updated in net suite as per the data given in the Salesforce
- Prepared status reports daily and sending them to management, clients, and other

#### **Academic Project Work:**

- This project demonstrates the privacy concerns of users when communication gets mediated in online social networks, goal of the project is to provide privacy of the user's self-organized/shared access information. In our system, we use "PETs" technology and an Onion algorithm to enable individuals to engage with each other.

#### **Educational Qualifications:**

- B.Tech (IT), from JNTUK with an aggregate of 57.61%.
- Intermediate (MPC), from the board of intermediate education with an aggregate of 64.80%.
- S.S.C from Board of Secondary Education with an aggregate of 71.60%.

#### **Achievements:**

- Won second prize in Skit presented in ALIET College Fest, Vijayawada.
- Participated in Technical Quiz, Two--days workshop and Logo-design conducted at SRK College Fest, Vijayawada.

#### **Declaration:**

I hereby declare that the information furnished above is true up to my Knowledge.

Date:

Place: Hyderabad

**(Karuparthi Lokesh)**