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## **OBJECTIVE:**

Seeking a dedicated position to utilize my skills and ability in my career to the high-tech professional world. Highly motivated tech-support professional skilled in troubleshooting, analyzing and resolving complex technical problems in CRM, utilizing advanced resolution procedures looking forward to give the best to the firm.

# SUMMARY:

* Overall with 7.11 years in Application tool Support and relevant salesforce with 4.2 years of experience in Salesforce.com L2 Support with firm understanding of the requirements and delivering mission critical solutions.

**PROFESSIONAL SUMMARY:**

* Working as Salesforce Adv Admin & L2 Support in **HP Enterprise** from July 27th 2010 to till date **Role and Responsibilities**
* Knowledge in Salesforce Customization, Workflow Approvals, Finical Force, Data Validation, Customer Service and Support Administration.
* Hands on experience in creating Custom Objects, Custom Fields, Page Layouts, Custom Tabs, Auto assignments & Reports as per the requirements.
* Experienced in Creating Roles, Profiles, Email Services ,Page Layouts ,Workflow & User Accounts / Contacts
* Worked extensively on various Salesforce standard objects like Accounts, Contacts, and opportunities, Cases, Leads, Reports and Dashboards.
* Knowledge in implementing security, Sharing rules, Profiles and Permission sets at object, field for different users at different levels of organization.
* Responsible for all the activities related to APEX Data Loader & Workbench in INSERT/ UPDATE/ DELETE data CSV files into salesforce.com, checking for the correctness of the data.
* HPSM Tool Knowledge for IM tickets Escalations and work experience in Application Lifecycle Management (ALM) to create Change requests and perform tests.
* Hand on Experience in Financial Force PSA
* Communicate system changes to the users in advance so they understand the change and how to use it prior to implementation
* Worked AS Level 2 Application tool support and Handled team Level 0 & 1 Teams making sure that the targets are met with 100% accuracy
* Detail-oriented, organized, and able to work on multiple tasks simultaneously in a fast-paced environment

**Projects:**

**1) PSA (Project Service Automation)**

A project is a collection of activities and related items to be managed for delivering a specific HP service to the Customers. A project stores information such as tasks and sub-tasks, customer and order details, delivery schedules, project status, timecard and resource information. Managing the Projects for each respective queues and the Project owner to capture the time card for the day to day Activity. Finical force Implementing Internal HP tools to Project to view the contract information.

**Role and Responsibilities:**

* Creating a Project and handling auto Assignment to those Projects
* Creating new user Account and assign profile as per their Business Role.
* New Templates creation and updating for Process related and approval
* Created Data Validation rules and Formulas as per business requirement
* Responsible for Functionality testing in several Environments(Sandbox & Production)
* Created Reports and Dashboards as per user requirement and managed visibility
* Customized Page layouts for Standard/Custom objects

**2) FSM(Field Service Management) & LM (Lead Management):**

The Apps created to track the onsite Engineers day to day activity and case assignment process.

Lead or case been assigned by dispatcher to Onsite engineers, to track and monitor the designed app .the linkage of two different tools to assign the work order and status of parts or product delivery to Customer. Support and creation in both Web and Mobile Versions. ONE Lead allows HP Employees who interface with customers to submit leads to Sales, to track Campaign and Product support submitted via Leads. Handling in Leads conversion and PMO approval in Queue by Sales Representatives.

**Role and Responsibilities:**

* Responsible for creating Profile for Engineers including Dispatcher Profile, Resource Profile
* Involved in Sync and Support calls in countries deployment.
* Business Validation and Testing is done before deployment
* Analyzing and creating the defect and bug reports.
* Creating Lead Form ,Sales Initiatives & PMO Validation , Queue Management
* Campaign Creation and inbound, outbound mails via Salesforce for Approval or queue members

**Accomplishments:**

* Implemented various process improvements to reduce error and improve the process.
* Standardized and Simplified the customer reports, with all customer requirements, which was appreciated by customers.
* Lead a team successfully making sure that the targets are met with 100% accuracy
* Certified with Distinction level in Warranty & Returns Management conducted by IIMM
* Certified as TCE champion in HP recovered 40 K USD
* Certified in Hardware & Networking

**PERSONAL PROFILE**

Father’s Name : R. DelliBabu

Date of Birth : 25-09-1989

Education : B.Sc Computer Science (2010 pass out)

Age : 27

Nationality : Indian

Religion : Hindu

Gender : Male

Marital Status : Single

**DECALARATION**

I hereby declare that all the details furnished above are true and correct to the best of my knowledge and belief.

Place: Chennai Signature

Date: