Prashanth Kumar
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PROFESSIONAL SUMMARY

- Having 7+ years of IT experience and 3+ years in CRM platform which includes Salesforce Administration, Support and customizeSales and Service console applications.
- Involved in Analysis, Configurations andSupport of various Salesforce CRM eBusiness Applications Suite.
- Strongknowledgeon Salesforce sales and service console applications with having very rich UI features, which includes Custom Pages, homepage components, Overlay Buttons.
- Having good exposure on Salesforce application suites such as case management and performance issues.
- Extensive experience in designing of custom objects, custom fields, Picklist, role based page layouts, Workflow Alerts and Actions, Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards, and Email generation according to application requirements.
- Experience of Web-to-Lead, Web-to-Case, Email-to-Case functionality.
- Good working knowledge in querying salesforce.com database using SOQL&SOSL queries using developer console, data loader and workbench.
- Involved in Apex Data Loader, Import Wizard for bulk import and Export of Data.
- Good at building Custom Applications that includes administration, configuration, implementation and support experience with Salesforce.com platform.
- Hands on experience in creating Custom settings, Static Resources, Custom Labels, Workflow rules, users, roles, profiles, approval process, sharing rules and other advanced administration features in salesforce.com.
- Proactively identified 50+ Salesforce Platform bugs/issues and get them fixed. Identified and prioritized 100+ defects, which resulted in the incident reduction.
- Involved in providing enhancements by analyzing and working on existing production issues.
- Provided day-to-day end-user support and assist users with proactive best practices to enhance and increase their knowledge of application.
- Review features & functionality with Salesforce Upgrade - Major Product Releases 3x per year. And monitor product maintenances include Site Switches, Instance Refreshes, Release Maintenances, Emergency Maintenances, Incidents
- Involving in Release support / Firmware Upgrade / Firewall upgrade / Vendor Upgrade activities by reviewing application impacts to ensure it is not impacted due to the release or upgrade activity.
- Resolving the incidents within defined SLA period. Also worked on Identify and communicate risks, issues, and potential solutions.
- Ability to learn and adapt to new technologies quickly.

EDUCATION QUALIFICATION

- Bachelor of Science (Computer Science) from Kalinga University CG -2005

PROFESSIONAL EXPERIENCE

- T-EDGE Solutionsfrom Aug-2019 – till date.
- DoCloudy Software Solutions from May- 2015 – Aug-2019.

CERTIFICATIONS

- Salesforce Certified Administrator

TECHNICAL SKILLS

CRM Applications/modules	: Salesforce CRM, Sites.com
GUI(S)	:Force.com Sales & Service Console
Databases	: Oracle 10g & 11g, Toad
Tools	: Apex Data Loader, SOAP UI, GitHub, Visual Studio
Languages	: PL/SQL, Java Script, Apex, JQuery, Core Java
Web Technology	: XML, HTML, CSS, Visual Force