

Satya Narayana Reddy Keshireddy

Consultant- Salesforce Core cloud

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**Salesforce Admin & PD1 Certified**

## SUMMARY

- **Overall 6+ years of Salesforce Admin** Experience and also involved on development tasks.
- Proficiency in SFDC Administrative tasks like creating and **managing fields/relationships, workflow rules, Lightning Flows ,approval processes, page layouts, security, validation rules, email, custom buttons/links, etc..**
- Create and execute queries and reports, maintain user roles, security, and profiles.
- Develop and refine Salesforce.com reporting functionality: prepare dashboards, pipelines,and other ad hoc reports.
- Work cross-functionally to maintain and improve upon our integrations with different systems..
- Manage ongoing support requests and administrative needs of users.
- Responsible for maintaining functional areas of contacts/relationship, accounts, opportunities, dashboards, and reports..
- **Having basic understanding of Aura,LWC, HTML, JavaScript and CSS.**
- Having Very Good experience in writing Apex Triggers, Batch Classes.
- Experience in **Salesforce, ,Service Cloud , Community cloud and Einstein Analytics(Tableau CRM)**
- **Experience in Supporting Salesforce releases and internal releases.**
- Worked with client to gather requirement and discuss design and feasibility of requirement.

Technical Expertise	
Salesforce Technologies	<b>Salesforce CRM, Apex, Apex Triggers, SOQL, SOSL, Apex Classes/Controllers, Visualforce Pages/ Lightning Components, Apex Web Services, Workflow &amp; Approvals, Case Management, Custom Objects, Dashboards</b>

Salesforce Tools	Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Force.com Excel Connector.,
Domain Experience	<b>E commerce &amp; Public Sector, Telecom, Service cloud</b>

**Trainings & Certifications:**

Salesforce.com Certified Force.com Developer –PD1 Certified Salesforce Admin Certified Trailhead Ranger

**EXPERIENCE**

Concentrix Catalyst Sep 2021 - present  
T-Mobile US

**Associate Lead Consultant:**

**Description:** T- Mobile is a American Telecommunication organization focused on Wireless Telecommunication in delivering the customers. I am working for customer welcome application which is built on Salesforce ,ios & Heroku technologies. The CW team works on providing the solutions for T- Mobile customer welcome application for the business increment by using salesforce CRM.

**Responsibilities:**

- Designed various Custom Objects, Custom Fields, Role Based Page Layouts, Custom Tabs, Sales, Services, and Custom Reports as per the requirements.
- Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Lightning Flows.**
- Implemented various advanced fields like Picklist, Custom Formula Fields, **Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts**, field updates, entity relationships and Email generation according to application requirements.
- **Customized standard sales force objects** like opportunity, contact, accounts, products, price books, case management, solutions
- Experienced in **Lightening Flows** ,involved in conversion of **work flows and process builders to lightning flows.**
- Created pick lists, dependent pick lists, relationships, record types, formula fields.
- Used **complex validation rules**, lookup relationships, workflows, and dynamic approval processes to implement business logic
- Used **data loader** and workbench for data management in synch with legacy systems

- Worked with various [Salesforce.com](https://www.salesforce.com) objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
- Experienced in writing **SOQL** queries to retrieve datasets, unit testing on salesforce automations
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**Environment: Salesforce Admin , Lightning , Apex , Triggers, SOQL , FLOWS, Service Cloud**

### Project #

<b>Project Title</b>	Salesforce Article workflow
<b>Organization</b>	S&P Global(Ness Technologies)
<b>Duration</b>	<b>June 2020 to Sept 2021</b>
<b>Solution</b>	Salesforce Administration, Sales Cloud, Service Cloud.
<b>Designation</b>	Senior Analyst
<b>Team Size</b>	10
<b>Environment</b>	Salesforce.com

### Responsibilities:

- **Managing & Configuring Salesforce org.**
- **Lightning Migration.**
- Designing flows, Process Builders, Approval process, workflow rules, Validation rules, Sharing rules, OWD, Assignment rule, **Permission set, Profile, Role, Report, Dashboard** etc. as per the requirement in Classic and lightning environment.
- Responsible for managing Salesforce users, Permission sets, roles, workflow rules, Page Layouts Modifying objects
- Managing Sales Cloud, Service Cloud, Einstein Analytics and Marketing Cloud from administration side.
- Creating or Modifying Role, Profile, Sharing Rule, Permission set, page layout, setting OWD etc., as per requirement
- **Migrating the data using Data loader. Performing data import, Update, Export and Deletion.**
- Creating Reports and Dashboards as per the customer requirements.
- Troubleshooting user access and visibility issue on a regular basis.
- Presenting Work on salesforce classic as well as **lightning** environment

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### **Project 3** | |Senior Analyst:

**Deloitte USA(Teamlease)**  
2020

May 2019 to June

**Description:** IRIS is an **Deloitte Community** Portal Where the communications will be received

based on the employee business line, Skill set, & Interested Area.To Avoid lot of unwanted Email flow into our Mailbox, Deloitte has built an IRIS Portal to receive the righteous information to the righteous person

- Designed various Custom Objects, Custom Fields, Role Based Page Layouts, Custom Tabs, Sales, Services, and Custom Reports as per the requirements.
- Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Approvals, Workflows, Lightning Flows.**
- Implemented various advanced fields like Picklist, Custom Formula Fields, **Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts**, field updates, entity relationships and Email generation according to application requirements.
- Really good adaptability to new technologies and challenges.
- Worked with client to gather requirement and discuss design and feasibility of requirement
- Experience in different phases of Software Development Life Cycle including requirement analysis, design, code development, testing and deployment
- **Customized standard sales force objects** like opportunity, contact, accounts, products, price books, case management, solutions
- Experienced in **Lightening Flows** ,involved in conversion of **work flows and process builders to lightning flows.**
- Created pick lists, dependent pick lists, relationships, record types, formula fields.

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### Fortetech Technologies

Jan 2016 To May 2019

**Project Name : OMS(Order Management System)**

Role : Software Engineer

Organization : Capillary Technologies(Mart jack an E commerce product)

Duration: Jan 2016 To May 2019

Description: OMS includes Single Page Checkout which helps end user to place order by giving address, selecting shipping mode and delivery slots and then connecting to payment gateway. Single page checkout

features for all merchants can be handled through Control Panel. Includes Post Order Process by selecting shipping provider and then customer returns and then RTO returns.

### **Roles & Responsibilities:**

- Participate in requirements analysis.
- Collaborate with internal teams to produce software design and architecture.
- Experience in Supporting Salesforce releases and internal releases.**
- Test and deploy applications and systems.
- Revise, update, refactor and debug code.

- ❑ Improve existing software.

Worked on Pre and Post deployment

Tools&technologiesUsed: **Salesforce.com,Force.com,SVN,Import,wizard,Apex Data loader,Jira.Apex , Integration**

## EDUCATION

- Bachelor of Technology from Jawaharlal Nehru Technological University, Hyderabad, India.