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Experience Summary

I am a Salesforce Admin/Developer, having 7+ years of experience as an IT Professional having strong knowledge of Salesforce development and Admin.

Skills Summary

* Currently working for Emmanuel Group of Institutes as an Admin 5+yrs (Mar 2016 to present).
* 1.6 years of experience in R&D and Teaching at Vardhaman College of Engineering as Assistant Professor– ECE Department (Feb 2012 to Oct 2014).
* 2.3 years of experience in .Net as Software Engineer (March 2006 to Aug 2008).
* Seminars on CDMA and GSM, System on Chip (SOC’s), 3D Chip technology.
* Low power VLSI Design: 85%
* Languages known: English, German, Telugu and Hindi.
* Diploma in Professional Photography.

Certifications &Publications:

* VLSI Implementation of Parallel and Asynchronous Decoder for Wireless Communications Applications in NATIONAL CONFERENCE (AICTE Sponsored) on SIGNAL PROCESSING & EMBEDDED SYSTEMS APPLICATIONS.
* *K.SruthiDivya, S.Rajendar K* VLSI Implementation of Parallel and Asynchronous Decoder for Wireless Communications Applications, COSMOS-2011.
* K.SruthiDivya, S.Rajendar K. Jo, X.A. Cao, L.A. Hornak, D. Korakakis, T. Myers, and A. Timperman, *VLSI Implementation of Parallel and Asynchronous Decoder for Wireless Communications Applications* , SPESA-2011.

Degrees and Qualifications

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| --- | --- | --- |
| Year | Degree | College |
| 2010– 2012 | Master of Technology (Digital Electronics and Communication Systems)- 68.9% | Mahaveer Institute of Science and Technology(JNTU), Hyderabad |
| 2002– 2006 | Bachelor of Technology (Electronics and Communications Engineering)-60% | Vardhaman College of Engineering(JNTU), Hyderabad Hyderabad |

Technical Skills

Languages: Cloud Computing- Salesforce CRM (Apex Programming), Eclipse Workspace June 2017 Oxygen, Java Scripts, HTML, XML, .NET with MVC 5, visual studio express 2013, C#.NET, .NET 3.0.

Reporting Tools: Crystal Reports

Databases: Microsoft SQL Server 2005/2008/2012, SSIS (2013), SOQL, SOSL, Triggers, Relational Database and Management Systems.

**Relevant Project Experience Details**

**Salesforce Education Cloud**

Role: Salesforce Admin

Duration: Jan 2021 to present

Client: Emmanuel Group of Institutions.

**Description:** Using Education CRM Solutions from Salesforce.org to build stronger, more powerful way of maintaining relationships with prospects, alumni, parents and donors. Salesforce uses social, mobile and cloud technologies to connect all information, from everybody, from every point of contact. Accounts and fee payments access is given according to the hierarchy.

**BTS (Beneficiary Tracking System)**

Duration: Oct 2018 to Dec 2020

Role: Salesforce Admin/Developer

Client: Charitable Trust.

**Description:** BTS is a platform to track beneficiaries for Charitable Trust using Nonprofit Success Pack **NPSP** (formerly known as "Nonprofit Starter Pack) - a set of managed packages developed and maintained by **Salesforce**.org, stores information about beneficiaries, families, benefits, and training programs. It helps Charitable Trust better measure the impact created by projects and campaigns to help the beneficiaries in more meaningful ways with insights into their situation and needs. The application helps connect beneficiaries to the right Charitable Trust who are better equipped to help them and promotes collaboration between Charitable Trust to help beneficiaries in multiple areas.

**Responsibilities:**

* Worked on Salesforce standard objects.
* Created custom objects and relationships, tabs, Lightning Pages and their controllers, Apex Coding, Apex Triggers, Workflows, approval processes for automated alerts, field updates and Email generation per application requirements.
* Designed Custom Formula fields, Field Dependencies, Validation Rules.
* Developed the Workflow rules, Workflow Approvals, email alerts and field updates for business process.
* Configuring and customizing the applications on salesforce platform.
* Developed Custom Reports to dump the data on BTS and Tack their statistics.

**Sales Call Tracking System**

Duration: Mar 2016- Sept 2018

Role: Salesforce Admin/Developer

Client: Ariel Property Advisor LLC.

**Description:**  
SCTS is an end-to-end Customer Relationship Management System. It’s a very user-friendly, powerful and customizable CRM tool to assist & managing the entire sales process. It covers the spectrum from pre sales to order tracking to payment follow ups & Support Requests Tracking. It also supports including time and effort spent by technical teams for customer related projects. CRM Solution has various modules like Customer, Contacts, Documents, Admin and etc.

**Responsibilities:**

* Design, developed and deployed Apex Triggers.
* Worked on Salesforce standard objects.
* Created custom objects and relationships, tabs, Lightning Pages and their controllers, Apex Coding, Apex Triggers, Wrapper classes, Workflows, Approval Processes for automated alerts, field updates and Email generation per application requirements.
* Designed Custom Formula fields, Field Dependencies, Validation Rules.
* Implemented Apex Callouts to external services using REST API.
* Customizing record types, tabs, list views, column fields and page layouts.
* Track knowledge Initiatives lead by Protocol automation ltd users and employees using Sales force customizations, Apex programming, Visual force, Reports generation and data migration.

Conference Management

Duration: Jan 2015 to Dec 2015

Using Apex Programing

Description:

Conference management is an application tab that involves the Session/Conference timings and the level of importance of the session and date/time assigned to it. Sessions are acted upon based on the priority level. It has data model between session, speaker and session speaker custom objects with session (date/time), description and Level picklist with beginner, intermediate and advanced values, and speaker object with speaker number, first name, last name and bio. The application tab can be accessed by the System Administrator and he can give permissions based on the profile hierarchy.

Responsibilities

* Creation of Data Model. Master- Detail Relationship.
* Creating Custom Objects, Apex Coding, App creation and SOQL statements in Developer Console.
* Permissions to the System Admin. Profile Hierarchy.

**ISupport**

Duration: May 2008 to Aug 2008

Platform: .NET

Organization: Mold-Tek Technologies, Hyderabad.

Description:

Mainly focuses on defining the project such as the client details and their quotations. Tasks for the day, steps and sub steps are allotted each day to the respective employees based on their project related tasks. The authentication is given based on the levels of the employees by the HR.

Responsibilities

* Gathering information from the client and creating a presentation in Power point for clear understanding.
* Database tables and fields creation with primary key.
* C# with Asp.net coding.
* Giving the Authentication to the employees on the website.
* Manual testing with test cases on the excel sheets.

**OFFICE M8**

Duration: Dec 2007 to April 2008

Platform: .NET

Organization: Scandant Solutions

Description:

Office M8 is a web based office management which enables paperless, agile & efficient offices. It provides Mail Management, Work Assignment, Work Status report, Knowledge Base, Document Management, Leave Management with leave application & approval forms, Users, Security & Privileges.

**Responsibilities**

* Creating Database fields and giving parent child relationships.
* C# with Asp.net Coding.
* Security based on Authorization and Authentication levels.
* Manual Testing.

**Smart Card Health Security System**

Duration: May 2007–Nov 2007

Tools: ASP.NET with C#, SQL Server, SSIS, SSRS

Organization: Scandant Solutions

Client: Ross Medicaid Group, USA.

**Description:**

This project aims at providing corporate information and hospital statistics on the Internet. And can also Integrate information into the existing web page of the company but the access to it would be restricted to the Chairman and Directors or admin who has been authorized or register users. This information is shared to all the branches of the Hospital group so that they can maintain global information of the group.

Responsibilities

* Gathering Requirements from client and designing workflow from requirements.
* Involved in preparing Program Specification docs and unit test cases.
* Coding C# with Asp.net. SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS).
* Manual Testing with Test cases in Excel Sheets.

**E-Banking**

Duration: May 2006 to April 2007

Organization: Scandant Solutions

Client: Northern Bank, England

Environment: ASP.Net, C#, SQL Server, SSIS

Description:

E-Banking the bank wants to introduce the core concept of IT based Enabled Server (ITES). The E-Banking services are executed by the customer, and these e-banking services would fully integrate with the core banking solution that is already in usage. The major idea is to provide a series of services to the customer through the internet, and make the customer feel flexible in calling out simple tasks faster instead of visiting the bank every time.

Responsibilities

* Involving in the discussions to understand the process flow and feed formats.
* Design, Coding and testing the requirement.
* Version Maintenance.
* Prepared User manuals with screenshots.

Masters Dissertation

Duration: 1 Year

College: Vardhaman College of Engineering.

Project: VLSI Implementation of Parallel and Asynchronous Decoder for Wireless Communications Applications.

We used Verilog code for parallel processing as well as parameters for channel coding, which made it easy to find the optimum architecture under the specified working speed and CMOS technology. We applied the proposed method to the design of Viterbi decoders for the wireless communication systems, in which it is an important issue to find the optimum architecture working at the speed of 132MHz in 4-way parallel processing. Software and Hardware’s used: VHDL & VERILOG (Xilinx ISE Design Suite 13.1), Test Bench, RTL (Schematics) in VHDL and Verilog, Verification, Physical Design and fabrication, Simulation and Debugging.

BTECH Final Year project

TATA TELESERVICES LIMITED (TTSL), Hyderabad.

Duration: 6 months

Project: Automated tool for improving the performance of Tata Tele-Services in Andhra Pradesh Circle for both wireless and wire line networks by issuing a ticket to the employee with the Alarm details.

Software Used: VB 6.0, UNIX Shell Scripting & SQL Server as Database.

This project involves the entire wireless and wireline networks of TTSL with emphasis on the Executive Cellular processor (ECP) Module, Digital Cellular Switches (DCS) Module and Global System for Mobile (GSM) Module, Code Division Multiple Access (CDMA) Modules. Provides VB 6.0 forms as output where the user can easily view the type of alarm, reason and actions to be taken with a provision for updating the new alarms & Trouble Ticketing. A database is created with the type of the alarm and the precautions to be taken to overcome it. Report generator will help making the up-to-date report of the progress in the improvement of the performance of the network.