VIJAYKUMAR K L

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📍 Bangalore, 560040

SUMMARY

- Having overall 6.8 years of experience in salesforce.com configuration and working as a bridge between our information technology capacity and business objectives by supporting and ensuring the successful completion of analytical, building, testing and deployment tasks of our software products features of Salesforce CRM.
- Experience in Configuring Object Relationships, Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.
- Strong understanding of Salesforce Declarative Programming and Administration (Visual Force pages, Schedule Apex and Batch Apex, Process builder, workflows and assignment rules, Flows)
- Good knowledge with Providing Security controllers to users by using Profiles, Roles, Permission sets and OWD Settings.
- Good Knowledge on Eclipse Force.com IDE, workbench and loading data using Dataloader.
- Have in good Knowledge and understanding of CRM business processes like Lead Management, Account Management, and Case Management. Having Knowledge on Reports and Dashboards.
- Experience in Service Cloud, Sales Cloud, CPQ and Experience Cloud Platforms. Good knowledge and working experience in Siebel CRM Application.
- Excellent ability in planning, organizing and prioritizing work to meet deadlines of the project and attain customer satisfaction at the highest level possible.
- Hands on experience in Jira & Service Now applications. Expert level skills in interacting with client Service Team,

EXPERIENCE

09/2021 - Current
Lead Business Support Engineer
Autodesk India Pvt Ltd

- Serving as a Team lead for Salesforce Business Operations Team
- Managed Salesforce user administration, configuration, and customization
- Understand the Organisation's business processes to the core and provide business support.
- Implement SF security configurations - Roles, Profiles, Public Groups, Sharing Rules, Queues, OWD Settings etc
- Resolve user created cases involving troubleshooting in Visualforce and Apex
- Deliver the services within agreed SLA and ensuring all issues are handled in a timely manner
- Configuring Object Relationships, Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Page Layouts, Record Types, Relationships, Data Migrations, Process Builder, Workflow rules and Flows
- Data updating/extract using workbench and Dataloader
- Involving in Salesforce deployment using GITHUB/Jenkins
- Working on Sales Cloud, Service Cloud and/or Experience cloud as an Admin
- Integrated Marketo, Sendgrid, Sendwithus and other cloud-based tools to satisfice business needs
- Working with RPA Team to achieve the Salesforce user creation automation by providing the query, extracting the required info and creating the document
- Contributing the Knowledge base Articles to improve the streamline
- Handling the escalation and complex tickets to provide the resolutions to customers/users
- Working with L2/L3 Teams to complete the assigned Projects
- Supporting ScreenMeet Applications issue as a Admin
- Handling the NXM (Salesforce CPQ) related issues
- Supporting PSA 2.0 Hypercare project.

06/2021 - 09/2021
Engineer Enterprise Operations - II
Tally Solutions Pvt Ltd

- Serve as primary system administrator for the Salesforce.com environment
- Gain exposure to the complete Business Flow and the Tech Build
- Handled all basic administrative functions including user account maintenance, reports, dashboards, workflows and other routine tasks
- Manage Salesforce.com data feeds and other integrations, understand the error handling and the methodology to rectify the same
- Co-ordinate the evaluation, scope and completion of new configuration requests on an ongoing basis
- Work with internal teams to establish suitable processes to support administrative, development, and change management activities
- Complete regular internal system audits and prepare for upgrades, establish linkages with the Salesforce.

11/2018 - 06/2021

multifunctional teams, programmers, and technical staff at all levels.

SKILLS

- Technical
- Project Management
- Data Management & Data Migration
- User and Access Management
- Configuration & Customisations
- Incident Management
- Flows & Process Automation
- Salesforce Lightning Experience
- Customer Service
- Communication.

CERTIFICATIONS

- Salesforce Certified Administrator (SP20)
- Salesforce Certified Platform App Builder (SP20)
- Salesforce Certified Service Cloud Consultant (WI22)
- Salesforce Certified Sales Cloud Consultant (SP22)
- Salesforce Certified CPQ Specialist (SU21)
- Salesforce Certified Experience Cloud (WI22)

ACCOMPLISHMENTS

- Recognized and Conferred Exceptional Performance Award in AUTODESK for improving the Service Area - Nov 2020.
- Issued Role Model Award in AUTODESK for continuous support and providing the outstanding service - Nov 2021.
- Issued Role Model Award in AUTODESK for continuous support and providing the outstanding service - May 2022, Aug 2022 and Nov 2022.
- Received multiple appreciations (Applause) from the Client Services Team, Sales (GRO) and Prior Team for fixing the high priority business related issues and configuration issues.

PERSONAL INFORMATION

- Date of birth: 10/18/91
- Gender: Male
- Nationality: Indian

Business Operations Engineer
Autodesk India Limited

- Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules
- Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
- Created profiles and implemented object level, field-level and record-level security and managed roles, visibility settings
- Implemented Pick lists, Dependent Pick list, Lookup, Junction Objects, Master detail Relationships, Validation Rules and Formula Fields to the Custom Objects
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
- Created various reports (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers to better utilize Salesforce
- Created various dashboard as per requirement of the user and business need
- Loading data (Import/Export/Update/Upsert/Delete) using Dataloader
- Worked on Partner and Customer related issues (Partner Portal and Customer Portal) like Order Management, Access, Reports and Dashboards, Libraries, Support cases, Sales Administrations
- Worked extensively on Salesforce.com standard objects like Accounts (Person and Business), Contacts, Opportunities and Cases
- Interacting with Client Services Team to provide them technical guidance and troubleshooting the business-related issues in Production environment
- Fixing the data issues in Contracts, Assets, Accounts, Contact and Partner Operations in Siebel applications
- Troubleshooting the Order, SKUs, Quotes and Pricing related issues.

06/2017 - 10/2018
Business Operations Engineer
Autodesk India Limited

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- Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
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EDUCATION

2016
SDM College of Engineering and Technology | Dharwad, KA
M.Tech: Digital Electronics

- Percentage: 75.66
- Board: VTU

2014

Sridevi Institute of Engineering and Technology | Tumkūr, KA

Bachelor of Engineering: Electronics & Communications

- Percentage: 70.00
- Board: VTU

2010

Nutana Pre University Science College | Davangere, KA

P.U.C

- Percentage: 75.66
- Board: Karnataka P.U Board

2008

Maganuru Basappa High School | Davangere, KA

S.S.L.C

- Percentage: 81.76
- Board: KSSEB