

# RAVI PRAKASH M

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PHONE  
07259757052

EMAIL  
[raviprakashm@hotmail.com](mailto:raviprakashm@hotmail.com)

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## CRM DEVELOPER

- CRM Developer/Consultant/Admin with 9+ years of work experience.
  - Extensive Hands-On experience in Development/Configuration/Implementation of CRM tools like SFDC, Amdocs Clarify and Siebel CRM.
  - Hands-On Experience in Working on L2/L3 Production Support
  - Strong oral and written communication, inter-personal and organizational skills.
  - Ability to learn and master new technologies and to deliver outputs in short deadlines
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## EDUCATION

**R N S INSTITUTE OF TECHNOLOGY** 2006 – 2010  
Bachelor of Engineering // *Computer Science & Engineering* //  
Aggregate score of 68%

**SADVIDYA PRE-UNIVERSITY COLLEGE** 2004 – 2006  
Pre-University // *Science* //  
Aggregate score of 80%

**SADVIDYA HIGH SCHOOL** 2001 – 2004  
SSLC //  
Aggregate score of 92.32%

## EXPERIENCE

**COGNIZANT TECHNOLOGY SOLUTIONS** 04/2013 - 06/2020  
Bengaluru // *Consultant CRM*  
Worked on Amdocs Clarify CRM (Thick Client) Development and configuration  
Worked on Siebel CRM Configuration  
Worked on Salesforce Development and Administration

**WIPRO TECHNOLOGIES** 04/2011 – 04/2013  
Bengaluru // *Associate CRM Developer*  
Worked on Amdocs Clarify CRM (Thick Client) Development, testing and deployment.

## **SALESFORCE DEVELOPMENT AND ADMINISTRATION**

- Hands-on Experience on Apex coding, governor limits, Apex unit testing, Triggers, Visual force and Aura components.
- Knowledge on Lightning Web Components
- Hands-on experience in creating Salesforce Flows, Process builder, and Workflows.
- Hands-on experience on OWD, Role Hierarchy, Sharing Rules and Manual Sharing.
- Hands-on experience on Front-end development technologies like HTML, CSS and JavaScript
- Develop, Deploy and manage CRM based solutions to meet new business requirements.
- Salesforce administration, configuration, reporting and user management skills
- Handle basic Salesforce administration tasks including user management, access management, profile and permission sets management. Data extracts, uploads, inserts and data backups.
- Maintain and manage SFDC Security including Roles, Profiles, Sharing Rules
- Enhance and create Workflows, Groups, Functions and Configurations within the Salesforce.com environments.
- Create Customize and Maintain Reports and dashboards based on End-user needs.
- Work with our development team to test fixes and enhancements to Salesforce Org And to assist with roll-out to the Production Environment..
- Provide First level support to the end users including logging issues, identification and resolution/escalation.
- Manage ongoing support requests and administrative needs of users.
- Manage System changes without interruption to the end users.
- Ability to prioritize tasks, identify trends and manage escalations with appropriate status updates and communications with the stakeholders.
- Assist in the design and development of Apex and Visual-force components
- Create and manage custom objects, fields and formulas
- Design, build, test and deploy SFDC customizations which may include form layout Changes, workflow triggers, workflow alerts, automated email responses, etc
- Work on project teams to develop larger, more comprehensive Salesforce.com solutions
- Assist with development and configuration for Salesforce integration
- Developing and helping to enforce master data management and governance
- Perform new release evaluations and execute new functionality roll-outs
- Strong knowledge of SQL Server, MySQL, SOAP, SOQL, SOSL and DML Operations

## **AMDOCS CLARIFY CRM DEVELOPMENT**

- Extensive hands-on experience of Clarify CRM Development Configuration and Administration.
- Responsible for requirements analysis of all new features and enhancements to existing ones requested by customer.
- Worked on Design, development and Small changes on the Clarify Clear support module
- Responsible for development and modifications of new and existing Clarify UI forms and back-end validations involving clear basic scripting
- Worked on modifications of existing Process definitions in Clarify CRM
- Front-end development using Clarify IDE UIEditor
- Writing clear Basic code for clarify forms. Code included Business Object's query and Transaction and other complex operational logic

- Developing GUI (clarify forms) containing tabs, grids, drop-down list, text boxes etc
- Handle design issues to clarify the business functionalities

## **SIEBEL DEVELOPMENT AND CONFIGURATION**

- Provide support to Tier III development team to fix maintenance and system issues in existing Siebel Applications
- Utilize Rapid/Agile methodology to quickly conceptualize, define, design, develop, test and deploy application releases
- Utilize Siebel Data Model, Siebel tools -- configuration, integration, e-script, and Assignment Manager -- BI Publisher, Web Services, Enterprise Integration Manager and workflows throughout the application development lifecycle
- Perform Siebel applications administration utilizing Unix, Oracle SQL, PL/SQL, IBM DB2. Coordinate interaction with internal departments in the areas of business, procurement, resource assignment, release management and Onsite Offshore Coordination
- Participate in diverse facets of business analysis including Business Process Mapping, Technical Architecture and Workflow Analysis. Participate in Project Planning and Estimation for mid to large size project teams
- Adhere to software development methodologies and provide daily progress updates
- Work closely with Business Solutions team keeping them fully informed of Problems/incidents and development progress
- Monitoring and investigating application performance issues
- Perform maintenance tasks on applications and application infrastructure
- Work with QA for code/build releases, test case design, and defect resolution
- Write and execute unit testing scripts

### **Experience on Tools:**

- HP Service Manager
- HP ALM
- Remedy

### **STRENGTHS:**

- Highly organized and Resilient - can prioritize work schedules, manage time effectively and meet deadlines
- Enthusiastic and a quick learner
- Flexible and can adapt quickly to new working environments

### **PERSONAL DETAILS:**

Gender: Male  
 Date of Birth: 06-01-1989  
 Nationality: Indian.  
 Languages known: English, Kannada and Hindi.  
 Permanent Address: #28, 3rd main, CV road cross, KHB colony, Bannimantap A layout, Mysore – 570015