Chakravarthy Vivek

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SALESFORCE CERTIFIED Advanced Administrator | **SALESFORCE CERTIFIED** Administrator | **SALESFORCE CERTIFIED** Platform App Builder | **SALESFORCE CERTIFIED** Service Cloud Consultant

CURRENT ROLE:

Salesforce Application Development Analyst at Accenture Solutions Private Limited [28th Nov'16 – 11th June'21]

SUMMARY:

- Having a total of 4.5 years of successful IT experience in CRM data consulting and configuration with maximum exposure in Analysis, Design, Testing, Development and Release management of Cloud based applications
- Having around 2 Years of experience as a Salesforce RUN Team member providing L2/L3 support for the clients. Have experience in leading the client calls from the front
- Played a role of Salesforce Application Tower Lead for 2years managing a 6-member team
- Presented 'Omnichannel' Out of the box Salesforce implementation at Accenture SFDC Factory
- Managed 12 Major Salesforce Quarterly Release Go-Lives for 5 applications for three years
- Implementation and presentations with Salesforce Out of the box features as part of team grooming activities
- Hands on experience in Service and Sales clouds
- Exposure in SFDC Case and Territory Management Implementation
- Supporting Sandboxes Spinning/Refresh activities
- Extensive exposure in Implementations Lightning Process Builder and Lightning Visual Flows
- Holder of 4 Salesforce certifications - Salesforce Administrator, Salesforce App Builder, Salesforce Advance Administrator & Salesforce Service Cloud Consultant
- Hands-on Experience on Migration Tools – ANT Migration Tool, Changeset
- Having Knowledge on Marketo Tool
- Having knowledge and working experience with Apex Classes, Triggers, SOQL and Visual Force Pages
- Having Knowledge on Salesforce Lightning

Achievements:

- Salesforce Certified - Administrator, Advance Administrator, App Builder, Service Cloud Consultant
- Awarded Extra Mile Award from the client for handling SFDC Production weekly and Monthly Releases for 2+ Years and owing the Application tower lead Responsibilities successfully for 2 years
- Awarded Face of the Month Award for October 2018 in Accenture for driving the Salesforce Winer'19 Major Release. Also, got Appreciation from Client for Resolving Complex Tickets in very short span of time
- Awarded Face of the Month Award for May 2019 in Accenture for driving the Salesforce Summer'19 Major Release
- Presented IDC Session at SFDC Factory Level. Got Appreciated by Accenture Leadership

Project 1:		Project 2:	
Project Name	: Guest eXperience Platform	**Project Name**	: RUBI
Salesforce Cloud	: Service and Sales Cloud	**Salesforce Cloud**	: Sales Cloud
Industry	: Hospitality	**Industry**	: Resources
Short Description	: Marriott International, Inc. is an American multinational diversified hospitality company that manages and franchises a broad portfolio of hotels and related lodging facilities	**Short Description**	: Halliburton Company is an American multinational corporation. One of the world's largest oil field service companies, it has operations in more than 70 countries

Education Qualification:

B.E (Mechanical Engineering) | 2016 |Chaitanya Bharathi Institute of Technology, Hyderabad

Extra Curriculars:

- Active member of IFOCUS Mission [a Student Empowerment mission] since May'2020
- Article writing at my Personal Blog