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| Ramakrishna Yella  **Experience – 13 Years 3 Months** | Flat No 2348, JPLV P2 Apartments,  Kodichikkanahalli Village, Begur, Hobli,  Bangalore - 560 076  **+91-9916965215**  **Ramakrishna.yella@hotmail.com** |
| EXPERIENCE  **Accenture Solutions Pvt Ltd,** Bangalore —Tech Arch Delivery Assoc Manager  NOVEMBER 2009 - MAY 2014 & From JULY 2016 - PRESENT.  (Note: Initial 7 months worked as vendor from Sourceone, later Accenture hired me into permanent payroll of It)  PricewaterhouseCoopers SDC, Bangalore —Technical Lead  JUNE 2014 - JULY 2016  Zycomm Innovations Pvt Ltd, Bangalore —Software Engineer  AUGUST 2007 - AUGUST 2009  EDUCATION  M.C.A, *Acharya Nagarjuna University*, Guntur, Andhrapradesh  JUNE 2004 - JUNE 2007.  B.S.C Computer Science, *Acharya Nagarjuna University*, Guntur, Andhrapradesh  JUNE 2001 - MARCH 2004.  Intermediate, *Hindu College*, *Guntur, Andhrapradesh*  JUNE 1998 - MARCH 2001.  SSC, *Santhinikethan,* Amaravathi, Andhrapradesh  JUNE 1997 - APRIL 1998.  M.B.A Distance Education, *Acharya Nagarjuna University*, Guntur, Andhrapradesh  JUNE 2008- MAY 2011.    PROJECTS  Intel-McAfee*- Salesforce Apttus CPQ*  McAfee Corp. is an American global computer security software company headquartered in Santa Clara, California. This project is a Salesforce Apttus CPQ implementation. It involved the configuration of Products, Bundles, Catalogues and Price Lists across all products. We have implemented Proposal management/process, Ordering and Integrations process for this client. Also, was involved in consumer portal implementation and for community portal upgrade (from classic to Lightning) activities.  United States of Gypsum*-Salesforce*  USG is a leading manufacturer of building materials for the construction and re modelling industries including sheetrock and du-rock products. Knowledge management is one of the key functionalities of this application. This knowledge management involves organizing storing and sharing of vital information, so that every user in the organization and its customers can benefit its use. Also, we leveraged salesforce to automatically create cases and to auto populate few case fields when user sends email via web. Also, we performed CTI integration to route the calls of the customers of USG to right agents based on the customer details in the system.  **Time USA-Synapse** *– Salesforce & CLM*  Synapse is a technology-driven partnership marketing company that helps some of the world’s largest consumer brands earn revenue, drive loyalty and acquire new customers. The Project is to implement Agent and Self Servicing Portal for Maxine Clients by integrating with the existing system. The Project enables magazine events to create and many cases while integrating with customers own. The Agents are allowed to search a customer, view customer orders and available magazines, change their billing and shipping address, payment information, etc. The Customer retention flow is implemented when the customer wants to cancel a magazine subscription. Community uses can self-authenticate and view their subscribed magazines. Involved in implementation and B.A activities for Cloud implementation and Web Self Service [W.S.S]. Parallel to this assignment, for other clients was involved in web methods, CLM and Docu Signs implementation and validation.  Novartis V&D – *Salesforce -Veeva CRM & Partner Portal*  Novartis is a world leader in the research and development of products to protect and improve health and well-being. The company has core businesses in pharmaceuticals, vaccines, consumer health, generics, eye care and animal health. As part of this project, we have involved for supporting and enhancements implementations for 4 different applications which are developed in SFDC and Veeva Technologies and integrated through cast iron middleware. All these 4 applications are mainly related to our client V&D departments these four applications would drive / perform its unique purpose like one application is for Opportunities managements and processing's , Other is for experts data maintenance and transactions and other is for customers data and their related order data management and processing along with CSR persons day to day activities tracking's and supporting the other application is to track different reports and handling various order types from portal end to mage and process the orders from backend.  Nuffield Health – *Salesforce -CRM Implementation*  Nuffield Health is the UKs leading health charity cum hospitality service provider. As part of initial phases, we have developed the core functionalities which are related S&M, Contact Centre, Portals and Group booking systems (GBS).  **CISCO** – *Salesforce-CRM & Integration*  Cisco is the worldwide leader in IT, networking, and cybersecurity solutions. Cisco helps companies of all sizes transform how people connect, communicate, and collaborate.  Part of this 4 Years journey worked on Service & Sales Cloud Implementation for different business units/modules like CS One, Unified Workspace CRMD (PST CRM) & Callway MYR (CRM, SCM, OM).  **CS One** The goals of this program include simplifying access to customers’ specific service needs. In addition, for Cisco Customer Support engineers will be able to quickly deliver the appropriate service experience for those customers. The program aims build repeatable, scalable processes for future CRM deployments,  **PST CRM** is an Application developed to describe the logical system flow, data organization, system inputs and outputs, processing rules and operational characteristics of the CRM (Case Management), the functional components of the AHT solution design and the expectations of the solution, for account and contact information integration between Oracle Tele Service (OTS running on COE database) and Sales force application (SFDC) for the World Wide Customer Operations (WWCO) also it covers order data integration between QTC & BV (ERP) and SFDC for the World Wide Customer Operations.  **Callway MYR** is billing portal its mainly for Callway customers/end users, who all are having/using the Callway products. Here billing portal comes into picture only once after the Callway user/customer purchase/subscribe for the Callway products. Using this billing portal, the Callway customers can perform all the billing activities.  **HDWB Hubli** – *Java/J2EE*  **Cobra Hubli Dharward Water Board** project is developed to automate the activities like the generation and distribution of Bills to the Consumers through spot billing machines (SBM), Enabling Computerized Cash Collection, Ledger Maintenance, accounting various forms of cash received, Creation, Updating and maintaining Consumer Information, updating the tariff levels, handling cheque bounces of payment, meter replacements and repairs. | SKILLS  ***Salesforce Classic***   * *Apex Classes* * *Apex Triggers* * *Apex Scheduler* * *Batch Apex* * *Visualforce Pages* * *Visualforce Components* * *REST API*   ***Salesforce Lightning***   * *Lightning Components* * *Lightning Events* * *Lightning Applications* * *App Builder* * *Community Builder*   ***Salesforce with Other Technologies***   * *Apttus CPQ (Configure Price and Quote).* * *C.L.M*   ***Salesforce Products***   * *Sales Cloud* * *Service Cloud* * *Finance Cloud* * *Marketing Cloud*   ***Salesforce Integration***   * *REST* * *Data Loader* * *Informatica*   ***Programming Language***   * *Java* * *Radian 6* * *Jasper & Crystal Reports*   ***Web Technologies***   * *Java Script* * *HTML* * *CSS*   Awards  Instant Recognition Award*, PwC*  **Appreciation Certificate** from the prominent Client (Cisco) for the best and consistent performance.  **High-performance and star of the team awards** in Accenture Services Pvt Ltd.  **Accounts topper** in M.C.A  CERTIFICATIONS  ***Administrator***  ***Sales Cloud Consultant***  ***Service Cloud Consultant***  ***Platform App Builder***  ***Platform Developer I***  ***Advanced Administrator***  ***Platform Developer II***  **nCino** university successful training completion certificate.  PERSONAL INFO  **DOB -** 07 JUNE 1983  LANGUAGES  ***English***  ***Hindi***  ***Telugu***  ***Kannada*** |