**V.Rajasekhar**

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**Professional Summary**

* Having nearly 2 years of experience as salesforce administrator and support.
* Handling administrative tasks like creating users, granting access to users, updating roles, assigning permission sets.
* Having Experience in administrative tasks like creating Objects, Profiles, Roles, Permission sets, Page Layout, Work Flow Rules, Sharing Settings, Approval process, Process builder.
* Having knowledge on creating visualforce pages and apex classes, triggers.
* Build and update reports and dashboards on ad-hoc basis.
* Experience on Data loading, Data Extraction.

**Educational Qualification**

* **B.Tech (Computer science and Engineering)** from JNTU-Anantapur University and passed out in 2018.

**Professional Experience**

* Working as a **Salesforce Admin support engineer in Accenture Solutions Pvt Ltd** from **November 2018** to July 2020.

**Technical Skills**

**Operating System : Windows 7**

**Browser-side Technologies : HTML, CSS, JavaScript**

**Project Profile**

**Project**  **: MFF Sustain**

**Client : Nestle**

**Role :** Salesforce Admin and support.

**Team size** **:**  15

**Duration :** from November 2018 to July 2020.

**Description:**

MFF Sustain is a crm based pharma project which contains VEEVA CRM, VEEVA ENGAGE, MCCP ,KAM used to maintain information about field reps to schedule calls and to promote sales of nestle nutrition and nestle health science products to accounts including pharmacies and hospitals.

MFF Sustain consists of profiles Master Data Manager and Medical Delegate where Medical Delegate’s visit accounts to promote products by providing sample and product details.

Each Medical Delegate assigned a target of accounts they need to visit in a cycle. Master Data Manager create a cycle for each market for particular period. Medical Delegates create cycle plans for their territory and submit for approval to their manager.

Users can also create calls remotely through telephone, skype, WeChat by sending product information through email templates to accounts.

MDMs will order products from third party and they will allocate quantity to MD users on which MD users can order from the allocated quantity and disburse samples and products after creating calls for accounts.

**Responsibilities:** .

* Having knowledge on visual force pages, apex classes and triggers in veeva crm application.
* Experience in creating objects, profiles, Roles, work flow rules, sharing settings, approval process, process builderbuilder, permission sets.
* Resolving the production support issues.
* Documenting S.O.P for common issues.
* Experience in using servicenow tool.

**Certifications: salesforce certified App builder**

v.rajasekhar