Narasimha Reddy Karnati

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OBJECTIVE

Contributing to organizational goals and visions, by putting my best efforts to enrich the organizational growth which would help me in enhancing my skills and show case my talents at its best.

PROFILE SUMMARY

- Having 5+ years of experience which involves in salesforce as a Salesforce Administrator with Sales cloud and Service cloud and Experience cloud.
- Strong organizational skills, including planning, delegation, and task facilitation. Ability to work as part of a team to establish and maintain collaborative working relationships with internal and external stakeholders.
- Strong working experience with various salesforce.com standard objects such as Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
- Extensive work experience on designing of Data modelling like custom objects, custom fields, page layouts, custom Tabs, Record types, Relationships, Search Layouts, Custom Settings and Custom Metadata.
- Implementation of new features and automations in coordination with our departments with the aim of making work processes more efficient and creating scalable solutions.
- Solid understanding of data management, database concepts in order to effectively design and implement a scalable solution to meet client business needs.
- Hands-on experience in querying salesforce.com database using SOQL and SOSL queries using Force.com explorer.
- Proficiency in administrative tasks such as creating profiles, roles, users, Permission Sets, email services, Formula fields and Validation rules. And using custom permissions to bypass validation rules.
- Extensive work experience on Salesforce Security Controlling Models like Organization level, Object Level, Field Level, Record Level such as Role, Role Hierarchy, OWD, Sharing Rules, Login IP Ranges, Login Hours.
- Extensive work experience on Automation Tolls such as Workflow rules, Process Builders, Flows and Approval Process based on Complexity of Requirement.
- Create and manage Reports and Dashboards on Daily basis and weekly basis reporting to manager and some operational Requests.
- working on Release management and Sandbox Environments.
- Hands-on experience in Deployments using Change sets, Copado.
- Understanding of basic triggers and programming languages such as Apex code, asynchronous apex, REST API & SOAP API.
- Collaborating with Stack holders more Effectively. Provide Day to Day Support.

EDUCATION

- Bachelor of Technology: Electronics and Communication Engineering   Apr'2015
  Ace Engineering College
- Diploma: Electronics and Communication Engineering   Apr'2012
  Loyola Polytechnic College (YSRR)

WORK EXPERIENCE

- System Engineer as a salesforce Administrator at NET2SOURCE in Noida from Mar'23 to Nov'23.
- Salesforce Administrator at Just Klick Technologies Pvt Ltd in Hyderabad from Sep'18 to Mar'23.

SKILLS

Salesforce.com Administration	Workflows
Force.com	Process Builder
Salesforce Lightning	Flow
User Management	SOQL & SOSL
Data Management	Sharing & Security
Data Modelling	Copado
Data Migration	Salesforce Service Cloud
Salesforce Sales Cloud	Technical Documentation
Jira	Reports & Dashboards
Apex	Triggers

CERTIFCATIONS

- **Salesforce Certified Administrator**   **Credential ID 2779293**
- **Salesforce Certified Advanced Administrator**   **Credential ID 2784186**

PROJECTS

Organization: Net2Source   **Mar'23 to Nov'23**
Project: Amazon Shipping   **Mar'23 to Nov'23**
Client: Amazon
Description: Amazon Shipping (internally known as SWA) is a shipping service provider that supports ecommerce businesses. Amazon Shipping offers competitive rates and delivery speeds to our shippers without compromising on customer obsession. Currently operating in: UK, US, India, Italy, Spain.
Responsibilities:

- Configured Salesforce functionalities to enhance performance of business process up to 25%.
- Supporting to the Marketing team, Sales team, qualifying Sales leads on Salesforce.
- Using Salesforce improved lead scoring methods and processes improving conversion to new accounts 13%. Providing Sharing and Security to Organization Data.
- Continuously maintain and improve the database. Adding and deactivating users on Salesforce.
- Running the sales report to help forecast.
- Collaborate with stakeholders to align salesforce with business objectives.
- Continuously improve salesforce environment to enhance the productivity, decision-making and customer relationships.

Organization: Just Klick Technologies Pvt Ltd   **Sep'18 to Mar'23**
Project: Penna cements   **Jun'21 to Mar'23**
Client: Penna Cement
Description: Penna Cement is one of the largest privately held cement companies in India, with an installed cement capacity of 10Million tones Per Annum. All our cement plants are equipped with state-of-the-art technology, enabling the company to deliver the superior quality products.
Responsibilities:

- Customized standard objects, created custom objects, and built relationships between them.
- Worked on assigning Roles, Profiles, and Security setup.
- Gained extensive experience on Record Types and Page layouts according to the business
- requirements.
- Involved in creating the Workflow Rules.
- Responsible for creating the validation rules for standard and custom fields.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, and filed
- updates to implement business logic.

Project: Health & Wellness /Accurate Price & Accurate Status   **Jan'20 to Jun'21**
Client: USA Walmart Pharmacy

Description: The application is used in the USA Walmart pharmacy stores. It is a windows form application. This application is used right from the customer's Description till dispensing drugs and providing counseling to the customers. The project purpose is to provide accurate status of the order to the patient and to provide accurate price of the prescription.

Responsibilities:
- Designed and deployed the Custom Objects, Validation Rules, Page Layouts, Custom Tabs and
- Components to suit the needs of the application.
- Implemented, customized, and designed the user solution by customizing various standard
- objects
- Used various aggregate functions with SOQL to create custom report.
- Created workflow rules and defined related tasks, email alerts, and field updates to implement
- business logic.
- Used SOQL and SOSL with in Governor Limits for data manipulation needs of the application.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com used
- it to read, extract, and load data from CSV files.

Project Title: Naiper Management System (Module Lead)   **Dec'18 to Jan'20**
Client: Napier healthcare solution (India) Pvt. Ltd

Description:

A Napier healthcare solution (India) Pvt. Ltd. is one of the largest Hospital chains in USA. It implements Unlimited Edition to computerize the office activities, and they want to enable their employees to work more effectively with their own social networking site. It deals with the collection of patient's information and diagnosis details. It also has a search facility.

Responsibilities:
- Client interaction regarding the new requirements and understanding the business requirement.
- Customization of the Organization Profile, creation of custom objects, custom fields formula
- fields as per the Requirement.
- Used various aggregate functions with SOQL to create custom report using Visualforce and Apex
- Controllers enforcing Governors limits.
- Creating Workflow Rules, Process Builder, Flow, Tasks, Email Alerts, and Components to suit to
- the needs of the application.
- Created Dynamic action used in Page layouts.
- Worked on assigning Roles, Profiles, and Security setup.
- Used sandbox for testing and migrated the deployment instance after testing.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.
- Involved in Accounts Merging on Daily basis.
- Involved to Create and Manage the Reports and Dashboards.