BHARATH R S

barath.rs@gmail.com
+91 95383 22042
https://www.linkedin.com/in/bharath-raja-sathyanarayanasetty

Salesforce Certifications

SALESFORCE CERTIFIED
Administrator

SALESFORCE CERTIFIED
Service Cloud Consultant

SALESFORCE CERTIFIED
Field Service Lightning Consultant

SALESFORCE CERTIFIED
Community Cloud Consultant

Professional Summary

- 13 years of IT experience, 10+ years of CRM consulting experience with major CRM offerings Salesforce and SAP CRM. Excellent knowledge in CRM service and sales areas.
- Worked in different roles as Functional Consultant, Business Analyst, Lead and Technical. Experience with working in client location - Sweden.
- Experience in working with complex IT landscape involving multiple systems and integrations.
- Experience working with agile methodologies. Certified SAFe 5 practitioner.
- Experience in leading and participating different phases of Software Development Life Cycle such as Analysis, Design, Development and Testing.
- Hands-on experience in implementation and support projects.
- Five plus years of experience in Salesforce with Admin, Community Cloud, Service Cloud and Field Service Lightning Certifications. Pursuing PD1 And Sales cloud certification.
- Experience in Salesforce customization using declarative methods such as workflow, Approval Process, Custom Objects, Validation Rules, Formulas, Process Builder and Lightning Flows.
- Experience in configuring Case Management including Omnichannel Routing, Case Assignment Rules, Case Milestones, Path settings, E-mail notifications etc.
- Experience in setting up community using Customer Service template including Topics, Chat, Knowledge and Moderation.
- Worked on integration with multiple systems
- Worked with Intelligent Search platforms such as Coveo for Salesforce and Embedded Search in SAP using HANA.

Work Experience

Clari (Nov 2021 –Till Date)
Lead Configuration Consultant
Clari is a SaaS RevOps tool that facilitates Revenue Intelligence and Operations for multiple companies.It has tight integration with Salesforce opportunity management. I am currently leading the Config factory team in India as Clari's Professional Service. My role involves taking care of build/configuration requests for the existing installed base and supporting new implementations with technical and functional know-hows.

My role involves
Analysing, Estimating, and Distributing the change requests to other team members.
Supporting new implementations with my Salesforce knowledge
Creation of sandboxes and allied activities
Involved in building config factory team in India
Responsible for optimizing the Engineer onboarding process

BHARATH R S

IBM (Feb 2015 –Nov 2021)
Digital Transformation – Salesforce
Worked as a Functional Lead and Business Analyst for Digital Transformation project of a Multinational Networking and Telecommunications equipment company with stake holders spread across four continents.
Project involves implementation of Customer Community, Chat, Case Management, Knowledge Management and Unified search. Involves integration with multiple systems for maser data such as Customers, Assets and S
ervice Contracts.
My role involves
- Discussing and understanding business requirements by attending/leading discovery workshops with different stake holders and transform them into Salesforce requirements.
- Demonstrating Salesforce Standard features and carrying out quick point and click modification to demonstrate and identify improvements needed.
- Designing Salesforce Solutions and Data model.
- Estimating the efforts needed to implement the changes.
- Coordinating prototyping, build, testing and release teams from different geographies to move changes to production.
- Coach and Guide the team to achieve the deliverables.
- Designed a solution for complex Entitlement process involving more than 1500 different entitlement processes using the custom objects and Apex.
- Designed solution for complex routing requirements using custom object and Lightning flows.
- Provided Solutions using lightning components for different use cases.
- Exploring new pilot features such as Chat and Case routing using flows.

Integration of third-party system for Assets and Contract Data
Worked as a Lead and functional Consultant in designing integration solution to receive the Asset and Contract data from third party system.
My role involved in identification and mapping third-party system fields to Salesforce fields, Co-ordination between different teams and business stake holders.

Customer Community Implementation
Worked as a Functional Consultant in implementation of Customer Community for one of the Multinational Networking and Telecommunications equipment company.
My role involved in Discussing and understanding business requirements and transforming into Salesforce requirements. As part of the project, Worked on Salesforce Knowledge, Topics, Moderation, Chat Set up, Setting Up of forums and UI modifications using out of the box themes.

BHARATH R S

Intelligent Search Implementation Using Coveo
Worked on intelligent search implementation using Coveo.
Configured Coveo and Salesforce to index Salesforce data and provide results using boosting based on customer products.

Free Text Search Using HANA
As a technical consultant designed and configured free text search in SAP using embedded search functionality.
Customised UI and configured indexing to provide results from selected fields from Accounts, Service Requests and Activities.

Non-Salesforce Experience:
Worked as Technical/Functional Lead and Client Co-Ordinator for Service Management System and Return Management System development teams.
Lead a Functional Testing/Defect Fixing Team of 10+ Resources during SAP CRM upgrade.
Worked in SAP FICO technical consultant

Mphasis (June2013 – Jan 2015)
I was sole CRM Techno-Functional resource in support project for Abbott labs and closely worked with stake holder based in US, my role involved solving tickets, creating enhancements and monitoring (Jobs, BDOCS and IDOCS). As a sole resource in the project I used to interact with client for day to day activities without any supervision. Designed and Developed data migration strategy for SAP CRM to Salesforce Migration.

Accenture Services Pvt Ltd (August 2008 – June 2013)
Worked for Global Oil Major as a technical consultant. Worked with multiple stake holder from different geographies on SAP CRM Implementation/Development (New Implementation as well as Rollouts), SAP CRM Upgrade (5.2 to 7.0), Language Pack Installation (Web UI development Part) projects.
Worked as a technical resource as part of SAP FICO support team for Global Oil Major.

Technical Skills

Salesforce certified	Admin, Service, FSL and Experience Cloud
SAP CRM	SAP CRM 5.2; 6.0; 7.0(EhP1, 2 and 3);
Languages	Java Script, ABAP (OO ABAP), Apex (Basics)
Utilities	MS OFFICE (MS Word, Excel, Power Point, Visio)

BHARATH R S

Education

Degree　　　　　　　Bachelor of Engineering in Electronics and Communication from M.S. Ramaiah Institute of Technology, (Affiliated to Visvesvaraya Technological University), Bangalore, India - 2008

Pre-University Course　AES National College, Gowribidanur, Karnataka – 2004

High School　　　　　Satyagraha Memorial High School, Viduraswatha, Karnataka-2002