

MANCHIKANTI NIKHIL

Software Engineer

Salesforce Enthusiastic | 5x Salesforce Certified | Salesforce Administrator | Salesforce Analyst | Data Engineer | Salesforce Service Cloud Consultant

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Career Objective

Salesforce Administrator with 6 years of extensive experience and successfully implemented and managing Salesforce solutions. Seeking a challenging position on the Salesforce platform with your organization to leverage my expertise in Salesforce administration, customization, and optimization, Service cloud, while contributing to the achievement of strategic business objectives. Adept at leading cross-functional teams, driving process improvements, and delivering exceptional customer satisfaction through effective Salesforce implementations.

Skill Set

Skills: Salesforce Administrator, Salesforce.com Service cloud, Database Management, SQL, SOSL, SOQL, Salesforce Application Maintenance, Salesforce Release Management, Incident Management, Business Requirement Gathering, Problem Management, Change Management, Conduction Workshops and Interview's with Stakeholders and business users.

Tools: Data Loader, Salesforce Inspector, Putty, ETL- Informatica Power Center, Service Now, JIRA, Excel

Knowledge Areas: Business Requirements Gathering. Production Support, maintenance and enhancements. Service Requests and Activities, Case Management, Reporting and Analytics, Workflow & Approvals, Reports Validation Rules,

Certifications

Salesforce Certified Administrator

Salesforce Certified Advanced Administrator

Salesforce Certified Service Cloud Consultant

Salesforce Certified Platform App Builder

Salesforce Certified Associate

Salesforce Certified AI Associate/ Specialist

Work Experience

Company TCS

Duration Aug 2022 – Present

Company Cognizant

Duration Nov 2021- Aug 2022

Company CGI

Duration May 2019 – Nov 2021

Project Orchestrated

Project: CKM & Deliver (CLS) Applications:

Roles & Responsibility: Salesforce Analyst

- Preparing solution approach documents to make the customer better understand.
- Worked with Salesforce standard, Custom Objects, Standard Apps and Custom Apps.
- Custom Objects, Fields, Validation Rules, Tabs, Custom Workflow, Formulas, User Management, Profiles, Roles and Permission Sets, Page Layouts, Reports, Dashboards, Apex Classes, Apex Triggers, Batch Apex, Schedule Apex.
- Have experience on setting up Email to Case.
- Integrating application with external system.
- Managed Jobs in Salesforce.
- Managed end to end Change request process for Service cloud.
- Deployments through Change Sets. Data Migration through Data Import Wizard, Data Loader and dataloader.io.
- Troubleshooting managed packages' installation/un- installation and knowledge management issues.
- Led incident Management process and ensuring timely resolution of high priority Incidents.
- Managed end to end problem management process for Service cloud, ensuring resolution of high impact issues.
- Helped customers with Classic and Lightning Knowledge setup and issues.
- Helped customers with Community setup and issues.
- Resolution on help & portal issues when users are unable to login and unable to access cases and access of features (Admin assist, Request Accelerator, Designated Contact)
- Lead post-release activities, including testing and deployment of new features and enhancements.
- Provide knowledge transfer (KT) sessions to team members, empowering them to effectively utilize Salesforce capabilities.
- Clear doubts and provide guidance to team members on Salesforce best practices and usage.
- Lead and mentor team members, fostering collaboration and knowledge sharing.
- Troubleshoot and resolve integration issues between Salesforce and other systems.
- Communicating with Stakeholders and gathering business requirements.
- Creating SOP's, Business requirement Documents (BRD) and System requirement Specification (SRS)
- Handling support calls and post release activities.

Technologies: Salesforce Service cloud, Workbench, Data Loader, Data Import Wizard Dataloader.io, Sandboxes, Managed Packages, Communities, Help & portal.

Project: Digi Hub Phantom

Roles & Responsibility: Salesforce Administrator

- Administer Salesforce Service Cloud, managing configurations and customizations to meet business requirements.
- Handle all aspects of admin configuration, including but not limited to custom metadata changes, validation rules, and sharing settings.
- Create and maintain various Salesforce objects such as accounts, contacts, cases, email templates,

and dashboards.

- Configure and optimize case assignment rules to ensure efficient case management.
- Implement Email-to-Case and Live Chat functionalities to streamline customer support processes.
- Resolve service requests and incidents promptly and effectively, ensuring high levels of customer satisfaction.
- Utilize tools such as Data Loader and Inspector for data management and analysis tasks.
- Continuously identify opportunities for process improvements and enhancements within the Salesforce environment.

Project: AT &T CDO

Roles & Responsibility: Data Engineer

- Designed and customized data models for Data warehouse supporting data from multiple sources on real time. Involved in building Source to Target mapping to load data into Data warehouse.
- Monitor system integrity through daily system checks, to ensure a high standard of service is provided to clients.
- Remain calm under pressure and ensure IT management and business stakeholders are kept fully updated on progress of critical issues.
- Escalate issues and remediation steps effectively and in a timely manner.
- Perform troubleshooting analysis and resolution of critical applications and batch processes.
- Coordinate with vendors to troubleshoot and resolve issues.
- Support the Client Reporting Production Environment as a first priority.
- Experience in resolving on-going maintenance issues and bug fixes; monitoring Informatica sessions as well as performance tuning of mappings and sessions
- Written SQL Scripts and PL/SQL Scripts to extract data from Databases Power Exchange Change Data Capture has been done for data updates.
- Worked on Informatica Data Quality to resolve customers address related issues. Worked on Informatica On Demand to mainly import data from Sales Force.
- Developed data models according to company standards. Used ETL to extract multiple database source systems to single analytical system for large databases Monitoring failures in ETL jobs and Informatica workflows.
- Executing queries in Vertica DB to resolve errors and manage bad records.
- Utilizing Linux commands to edit production scripts and transfer files to clients related to the application.
- Creating Jira and iTrack tickets for production issues to be resolved by subject matter experts (SMEs).

Technologies: Informatica, ETL, VSQL, SQL

Education

- 2015-2019: B. Tech in EEE (7.92 CGPA), VNR Vignana Jyothi Institute of Engineering and Technology.
- 2013-2015: MPC (State Board), (95%), Narayana Junior college, Hyderabad.
- 2012-2013: SSC (9.3 GPA), MVR Concept School, Nalgonda.