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## PROFESSIONAL SUMMARY

Having overall **5.4 years** of experience in Salesforce.com CRM Implementations in Administration, Development and Lightning LWC; Sales cloud, service cloud, community cloud which includes Configuration, Development, Deployment and system design and managing Reports, Dashboards for Business Analysis and advanced features like Lightning platform.

- Experienced on Salesforce **Administration, Configuration, Customization, Development and support experience** on Salesforce.com Platform.
- Extensive experience using Sales Force Administration (SFA), **Profiles, Creating Roles, Page Layouts, Salesforce Customization, Security Access, Users, email services. Org-Wide Default, Sharing rules, Workflows, Approval Process, Reports/Graphs and Dashboards.**
- Experienced on Salesforce **Configurations, Customizations, Development, Performance Testing, Deployment and Support Activities** as well. Experienced in **Lightning Components, Lightning App Builder, Lightning Process Builder and Lightning Design System.**
- Extensive experience on Apex development in **Triggers, Apex Classes, Standard Controllers, Custom Controllers, Apex Scheduler, Batch Apex,** and Developed **Visual force pages and Custom Objects** using Apex Programming on Force.com Platform.
- Extensive work experience in designing **Custom Objects, Custom Fields, Record Types, Page Layouts, Custom Tabs, Custom Reports, Report Charts, Report Folders and Report Extractions** to various formats.
- Configured the **Assignment Rules, Auto-Response Rules and Escalation Rule** etc.
- Working experience on **Custom Settings and Custom Labels.**
- Efficient in monitoring Apex asynchronous processing using **Future Methods, Batch Apex,** controlling processes with **Queueable Apex and Scheduling Jobs** using apex scheduler.
- Extensive experience in querying salesforce.com database using **SOQL & SOSL** queries using Force.com.
- Extensive experience in data migration using **Apex Data Loader.**
- Extensive experience with various Salesforce deployment methodologies including **Change Sets.**
- Having good knowledge on **Salesforce Integration** using **REST API.**
- Experience in wide range of languages and technologies such as **HTML, CSS and JavaScript.**
- Extensive Experience of **Agile Scrum Methodology** of software engineering processes.
- Excellent team player, quick learner with good communication skills and
- Troubleshooting capabilities, Enthusiastic in learning and upgrading technical skills.

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## TECHNICAL EXPERTISE

<b>CRM</b>	: Salesforce
<b>Salesforce</b>	: Lightning, Aura, LWC components, Workflows, Process Builder, Lightning Flows, Lightning App Builder, Lightning Community Builder, Approval Process, Apex Classes, Triggers, Visualforce Pages, Approvals, Validation Rules, Reports, Dashboards, Sharing & Sales cloud, Service cloud , Marketing cloud Security Rules.
<b>Languages</b>	: Apex, Visual force, Lightning.
<b>Web technologies</b>	: CSS, JavaScript and HTML
<b>Databases</b>	: Force.com
<b>Tools</b>	: Service Now and Pivotal Tracker.

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## EDUCATION SUMMARY

- **MBA** from **Osmania University**, Hyderabad in 2018.

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## EXPERIENCE SUMMARY

- Working as **Salesforce Developer** at **Persistent System limited, Bangalore** from October-2020 to Till Date.
- Worked as a **Salesforce Developer** in **Tech Mahindra, Bangalore** from January- 2019 to October-2020.
- Payroll Company : **Cyber information systems limited, Bangalore**

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## CERTIFICATIONS

- **Salesforce Certified Developer PD-1**
- **Salesforce Certified associate**

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## PROFESSIONAL PROJECTS

### PROJECT - 3

<b>Project Name</b>	: <b>Energy Inspectors</b>
<b>Client</b>	: <b>Energy Inspectors</b>
<b>Role</b>	: Salesforce Developer.
<b>Team Size</b>	: 8
<b>Environment</b>	: Salesforce.com, Force.com, Sales cloud.
<b>Duration</b>	: December-2021 – Till Date.

### DESCRIPTION:

Providing a Salesforce platform to support capturing information about constructions of buildings. It automates the process of deciding building measurements of each area of the house and mandatory criteria to follow for newly constructed homes or buildings. Having Mandatory criteria in the system

gives the technicians feasibility to follow everything on the go. Measuring Modules will decide all the required things quantity and quality to construct.

## **ROLES & RESPONSIBILITIES**

- Understanding and analyzing the requirements, and mapping them to Salesforce functionality
- Creating/add and manage Users, Roles, Profiles and setting up sharing rules.
- Involved in Customizing Custom Objects, fields, record types, forms and layouts, custom tabs and applications.
- Maintaining Workflow rules and Approvals, involved in creating relationships between the objects.
- Created Page Layouts to organize Fields, Custom Links, Related Lists and other components on Record Pages.
- Use SOQL & SOSL considering the Governor Limits for data manipulation using the apex code.
- Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Picklist fields.
- Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
- Deploy using, Change sets for the sandbox-to-sandbox environments. Implemented the salesforce.com applications using Agile Scrum Methodology.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Sales cloud, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Eclipse IDE Plug-in.

## **PROJECT - 2**

**Project Name** : Insurance Management Application  
**Client** : Prudential Financial Inc.  
**Team Size** : 10  
**Role** : Salesforce Developer  
**Duration** : October-2020 to December-2021.  
**Environment** : Salesforce.com, Force.com.

### **DESCRIPTION:**

Prudential Financial Inc. is a leading insurance company; the goal of the project is to maintain all activities of the Insurance System. Any customer without visiting the office manually can view the policy details as: Policy amounts, Policy Premium dates, Bonus details and etc. through the web. The main purpose of the project is that any customer can pay the premium amount in any branch and they can pay the amount online.

### **ROLES & RESPONSIBILITIES:**

- Developed a project management application on the Salesforce platform using Lightning Web Components.
- Developed custom LWC components for the task management, resource allocation and project milestone tracking.
- Creating/add and manage Users, Roles, Profiles and setting up sharing rules.

- Involved in Customizing Custom Objects, fields, record types, forms and layouts, Custom tabs and applications.
- Maintaining Workflow rules and Approvals, involved in creating relationships between The objects.
- Created Page Layouts to organize Fields, Custom Links, Related Lists and other components on Record Pages.
- Use SOQL & SOSL considering the Governor Limits for data manipulation using the apex code.
- Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Picklist fields.
- Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
- Deploy using, Change sets for the sandbox-to-sandbox environments.
- Deployed components from Development environment to Sandbox and from Sandbox to Production using eclipse and change sets.

## **PROJECT - 1**

<b>Project Name</b>	: <b>Antech Mars-Marga</b>
<b>Client</b>	: <b>Antech Mars-Marga</b>
<b>Team Size</b>	: 6
<b>Role</b>	: Salesforce Application support
<b>Duration</b>	: September - 2018 to October-2020.
<b>Environment</b>	: Salesforce.com, Force.com, service cloud.

### **DESCRIPTION:**

At the heart of Antech are two foundational truths — a deep affection for animals and a desire to see them live longer, healthier lives. We're committed to supporting veterinary care teams with a flexible, can-do spirit resulting in healthy pets, happy pet parents, sales cloud, Marketing cloud and a high-performing practice.

### **ROLES & RESPONSIBILITIES:**

- Worked with Business Users and Business analysts for requirements gathering, analyzing the requirements.
- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
- Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
- Created Custom Reports and Dashboards for the application.
- Implemented Web-to-Lead and converted Lead to Account.
- Developed Workflow rules, Field, Email updates to implement the business logic for Standard and Custom Objects as per the business needs.
- Used Data loader to bulk load data into Salesforce.com.
- Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
- Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
- Developed Reports and Dashboards, validation rules, formula fields for the application.

- Worked with Visualforce.