**Kiran A **

Salesforce Developer

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## Professional Summary :

* Overall 6.11 years of IT Experience in this 3.11 years as developing Sales Force CRM applications and remaining as Oracle Apps Technical.
* Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
* Designed various Webpages in Visual Force for functional needs within Sales force.
* Develop reports and dashboards.
* Created custom objects and fields.
* Created visual force pages and controllers.
* Good knowledge in Developing Apex classes, Visual Force Pages, Controllers and Triggers.
* Design and developed apex classes, controllers, Extensions and apex triggers for various Functional leads in the application.
* Worked on various salesforce standard objects like Campaign, lead, accounts, contacts, contracts, products, reports and dashboards.
* Worked with page layouts, components, custom applications.
* Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments.
* Worked on einsteins chat bolt.
* Worked on salesforce REST API Get/Post Methods Integration.
* Worked on Lightning Page developement by using Lightning cards & LDS.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
* Interacting with the business team on day to day business activities on the project.

## Technical Summary :

|  |  |
| --- | --- |
| SALESFORCE Product | Enterprise Edition |
| Data Base | SOQL,SOSL |
| Technical Skills | Javascript,CSS,HTML,Java Oops. |
| Operating Systems | Window-98/XP/2000/7/8/10. | |  |
| Languages | Apex, HTML,CSS,Concepts of JAVASCRIPT | |  |
| Tools & Utilities | Eclipse, Force.com IDE, Apex Data Loader | |  |

## Employment Summary

|  |  |  |
| --- | --- | --- |
| **Organization** | **Designation** | **Duration** |
| CenturyLink India | Module Lead | Jul/20 to till date |
| Capgemini | Consultant | Oct/2017-feb/2020 |
| Tech Mahindra | Sr.Engineer | May/2014-Sep/2017 |
| Virtusa Consulting Pvt Ltd | Technical Consultant | Sep/2013-April/2014 |
| Avvas Infotech Pvt Ltd | Technical Consultant | March/2013-June/2013 |

## Education

|  |  |  |
| --- | --- | --- |
| **Degree** | **University** | **Year of Passing** |
| M.Tech | J N T university,Kakinada | Dec-2011 |

## Projects Profile :

**Project – Century Link :**

|  |  |  |
| --- | --- | --- |
| **Project Name** | **Century Link India** | |
| **Role** | Module Lead | |
| **Duration** | Jul/2020 – Till date | |
| **Team Size** | 4 | |
| **Technology** | Apex classes,controllers and extensions,Lightning | |
| **Environment**  Salesforce.com | **Languages :** | Apex,HTML,CSS,Concepts of JAVASCRIPT.JSON |
| **Software’s :** | SFDC Dev Sandbox |
| **Database :** | SOQL, SOSL, SQL Server. |
| **Tools :** | Apex Data Loader. |
| **O/s :** | Windows 10 |

**Project Description,**

CenturyLink, Inc. is an American multinational telecommunication company headquartered in Monroe, Louisiana, that offers communications, network services, security, cloud solutions, voice, and managed services. The company is a member of the [S&P 500](https://en.wikipedia.org/wiki/S%26P_500) index and the [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500).Its communications services include local and long-distance voice, broadband, Multi-Protocol Label Switching (MPLS), private line (including special access), Ethernet, hosting (including cloud hosting and managed hosting), data integration, video, network, public access, Voice over Internet Protocol (VoIP), information technology, and other ancillary services.CenturyLink also serves global enterprise customers across North America, Latin America, EMEA, and Asia Pacific.

Contribution

As a team member, I was responsible for,

* Created flows launching with aura components.
* Created aura components to update records in custom objects, by using call outs.
* Created aura component to display account team member information in lightning page.
* Experience in using Apex Data Loader for various data related operations like data inserting, updating, upserting, deleting, exporting.
* Prepare data files and upload the data into salesforce.com using Apex data loader.
* Imported data into salesforce environment by using salesforce work bench.
* Worked on LWC configuration with salesforce CRM.
* Configured PCM to Microsoft VS code.
* Created productive documents which will be used by rest of the team to have better understanding of the related system Salesforce.com CRM.
* Created VF pages by using Apex Classes.
* Worked on triggers, Batch Apex.
* Worked on Einstein Bolt Chat.
* Involved in creating workflow actions as Automatic email alerts & field updates.
* Involved in developing Validation rules and Apex Triggers.
* Worked on Approval processes.

**Project 8 – Formers Insurance :**

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| --- | --- | --- |
| **Project Name** | **Formers Insurance** | |
| **Role** | Team Member | |
| **Duration** | Mar/2019 – Feb/2020 | |
| **Team Size** | 5 | |
| **Technology** | Apex classes,controllers and extensions,Lightning | |
| **Environment**  Salesforce.com | **Languages :** | Apex,HTML,CSS,Concepts of JAVASCRIPT.JSON |
| **Software’s :** | SFDC Dev Sandbox |
| **Database :** | SOQL, SOSL, SQL Server 2005/08 |
| **Tools :** | Apex Data Loader. |
| **O/s :** | Windows 10 |

**Project Description,**

Farmers Insurance Group (informally Farmers) is an American insurer group of automobiles, homes and small businesses and also provides other insurance and financial services products. Farmers Insurance has more than 48,000 exclusive and independent agents and approximately 21,000 employees. It is a subsidiary of the Swiss company [Zurich Insurance Group](https://en.wikipedia.org/wiki/Zurich_Insurance_Group).

Contribution

As a team member, I was responsible for,

* Created flows launching with aura components.
* Created aura components to update records in custom objects, by using call outs.
* Created aura component to display account team member information in lightning page.
* Experience in using Apex Data Loader for various data related operations like data inserting, updating, upserting, deleting, exporting.
* Prepare data files and upload the data into salesforce.com using Apex data loader.
* Imported data in to salesforce environment by using salesforce work bench.
* Worked on LWC configuration with salesforce CRM.
* Configured PCM to Micrisoft VS code.
* Created productive documents which will be used by rest of the team to have better understanding of the related system Salesforce.com CRM.
* Created VF pages by using Apex Classes.
* Worked on triggers, Batch Apex.
* Worked on Einstein Bolt Chat.
* Involved in creating workflow actions as Automatic email alerts & field updates.
* Involved in developing Validation rules and Apex Triggers.
* Worked on Approval processes.

**Project 7 – JetStar Airways :**

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| --- | --- | --- |
| **Project Name** | **JetStar Airways** | |
| **Role** | Team Member | |
| **Duration** | Feb/2018 – dec/2018 | |
| **Team Size** | 7 | |
| **Technology** | Apex classes,controllers and extensions,Apex Triggers,VF Pages, | |
| **Environment**  Salesforce.com | **Languages :** | Apex,HTML,CSS,Concepts of JAVASCRIPT.JSON |
| **Software’s :** | SFDC Dev Sandbox |
| **Database :** | SOQL, SOSL, SQL Server 2005/08 |
| **Tools :** | Apex Data Loader. |
| **O/s :** | Windows 10 |

**Project Description,**

Jetstar Airways Pty Ltd, trading as Jetstar, is an Australian low-cost airline (self-described as "value based") headquartered in Melbourne.It is a wholly owned subsidiary of Qantas, created in response to the threat posed by low-cost airline Virgin Blue. Jetstar is part of Qantas' two-brand strategy[6] of having Qantas Airways for the premium full-service market and Jetstar for the low-cost market. Jetstar carries 8.5% of all passengers travelling in and out of Australia.

Contribution

As a team member, I was responsible for,

* Creating of new application, objects, formula etc. as per requirements
* Worked on customizing various standard objects like Campaign, Leads, Accounts, Contacts, Opportunities, Cases, Dashboards and Reports.
* Experience in using Apex Data Loader for various data related operations like data inserting, updating, upserting, deleting, exporting.
* Created different workflow rules and approval flow for various campaign processes.
* Writing Controller classes and developing VF Pages
* Created APEX triggers, classes, test methods and visual force pages to implement custom functionality
* Developed Visual force pages for some custom functionality.
* Developed Triggers With SOQL.
* Involved in creating workflow actions as Automatic email alerts & field updates.
* Involved in developing Validation rules and Apex Triggers.
* Worked on Approval processes.
* Created multiple visual force pages for various requirement needs.
* Prepare data files and upload the data into salesforce.com using Apex data loader.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Salesforce.com CRM.

**Project 6 – ACG Insurance :**

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| --- | --- | --- |
| **Project Name** | **ACG Insurance** | |
| **Role** | Team Member | |
| **Duration** | October/2017 – January/2018 | |
| **Team Size** | 7 | |
| **Technology** | Apex classes,controllers and extensions,Apex Triggers,VF Pages, | |
| **Environment**  Salesforce.com | **Languages :** | Apex,HTML,CSS,Concepts of JAVASCRIPT.JSON |
| **Software’s :** | SFDC Dev Sandbox |
| **Database :** | SOQL, SOSL, SQL Server 2005/08 |
| **Tools :** | Apex Data Loader. |
| **O/s :** | Windows 10 |

**Project Description**

## ACG Insurance service is newly established. It provides Auto Insurance, Commercial auto

## insurance, Liability insurance. It’s placed at maryland, USA.

It starts his new bussiness into insurance services, like Home replacement, vehicle insurance, life insurance.

Contribution

As a team member, I was responsible for,

* Understanding the Requirements.
* Writing the input,output,service input,service output & helper, service callout classes with the help of XML data and XSD data, JSON file.
* Project having 3 layers they are Angular JS, Salesforce, Mule soft. We need to work on salesforce part.
* Need to take the input from Angular JS. Need to provide JSON to Mule soft.
* After writing all the classes for particular task, need to write test class for that task.
* Need to maintain code coverage upto 80% for each test class.
* Need to write validation rules to existing classes. i.e. Helper class.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Involved in Controlling the Data Access using OWD,Role Hierarchy, and Sharing rules
* Created many validation rules, Approval processes and workflow rules.
* Used Data Loader for bulk import and export data.
* Performing administration tasks like creating users, public groups, Queues Profiles, Permission Sets, Role Hierarchies.
* Done Visual force development effectively.
* Used SOQL & SOSL for data fetching and manipulation needs of the application using platform database objects.
* Created Triggers and Apex classes for many business functionalities.

**Project 5 – Ritter Communications :**

|  |  |  |
| --- | --- | --- |
| **Project Name** | **Ritter Communications** | |
| **Role** | Team Member | |
| **Duration** | May/2016 – Sep/2017 | |
| **Team Size** | 10 | |
| **Technology** | Apex classes,controllers and extensions,Apex Triggers,VF Pages, | |
| **Environment**  Salesforce.com | **Languages :** | Apex,HTML,CSS,Concepts of JAVASCRIPT, AJAX, jQuery |
| **Software’s :** | SFDC Dev Sandbox |
| **Database :** | SOQL, SOSL, SQL Server 2005/08 |
| **Tools :** | Apex Data Loader,Force.com IDE (Eclipse). |
| **O/s :** | Windows 2007/10 |

**Project Description**

## Ritter Communications is a leader among local independent communications providers, offering business,

## residential and wholesale customers advanced internet, phone and television services.

## Ritter invests heavilyin the communities it serves by deploying a best-in-class network and a world-class

## customer experience. Ritter’s commitment to providing state-of-the-art technology allows all customers,

## regardless of their location, to enjoy progressive services. Founded in 1906 and headquartered in Jonesboro,

## Arkansas, Ritter Communications is a fifth-generation, family-owned company that is committed to

## growing and evolving to meet the demands of today’s ever-connected world.

Contribution

As a team member, I was responsible for,

* Understanding the Requirements
* Involved in developing visualforce pages and Apex classes as per the requirement.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Involved in Controlling the Data Access using OWD,Role Hierarchy, and Sharing rules
* Created many validation rules, Approval processes and workflow rules.
* Used Data Loader for bulk import and export data.
* Performing administration tasks like creating users, public groups, Queues Profiles, Permission Sets, Role Hierarchies.
* Done Visual force development effectively.
* Used SOQL & SOSL for data fetching and manipulation needs of the application using platform database objects.
* Created Triggers and Apex classes for many business functionalities.

**Project 4– AT &T :**

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| --- | --- | --- |
| **Project Name** | **AT&T** | |
| **Role** | Team Member | |
| **Duration** | May/2015 – April/2016 | |
| **Team Size** | 10 | |
| **Technology** | AP,PO,AR,GL | |
| **Environment**  Oracle Applications 12.1.3 (R12) | **Languages :** | Oracle SQL, PL/SQL |
| **Software’s :** | AOL, PL/SQL |
| **Database :** | Oracle Database 10g Enterprise Edition Release 10.2.0.4.0 |
| **Tools :** | TOAD, WINSCP, Report Builder, Form Builder. |
| **O/s :** | Windows 2007 |

**Project Description**

AT&T Inc. is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [conglomerate](https://en.wikipedia.org/wiki/Conglomerate_(company)) [holding company](https://en.wikipedia.org/wiki/Holding_company) headquartered at [Whitacre Tower](https://en.wikipedia.org/wiki/Whitacre_Tower) in [Downtown Dallas](https://en.wikipedia.org/wiki/Downtown_Dallas), [Texas](https://en.wikipedia.org/wiki/Texas). It is the world's largest telecommunications company, the second largest provider of [mobile telephone](https://en.wikipedia.org/wiki/Mobile_telephone) services, and the largest provider of [fixed telephone](https://en.wikipedia.org/wiki/Telephone) services in the United States through [AT&T Communications](https://en.wikipedia.org/wiki/AT%26T_Communications). Since June 14, 2018, it is also the parent company of mass media conglomerate [WarnerMedia](https://en.wikipedia.org/wiki/WarnerMedia), making it the world's largest media and entertainment company in terms of revenue. As of 2018, AT&T is ranked #9 on the [Fortune 500](https://en.wikipedia.org/wiki/Fortune_500) rankings of the largest United States corporations by total revenue.

Contribution

As a team member, I was responsible for,

* Working on Customer Work Orders.
* Development of XML Reports.
* Registrations of Tables.
* Executing concurrent programs from PL/SQL.
* Creation of Value sets in various Modules of the application.
* PL/SQL method of submitting Concurrent programs.
* Development and Customization of Reports, PL/SQL Procedures, and Packages.
* Registering reports in Oracle Applications.
* Registering reports in Oracle R12 Applications.

**Project 3 – GE Aviation:**

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| --- | --- | --- |
| **Project Name** | **GE Aviation** | |
| **Role** | Team Member | |
| **Duration** | May/2014 – April/2015 | |
| **Team Size** | 5 | |
| **Module** | AP,PO,AR,GL | |
| **Environment**  Oracle Applications 12.1.3 (R12) | **Languages :** | Oracle SQL, PL/SQL |
| **Software’s :** | AOL, PL/SQL |
| **Database :** | Oracle Database 10g Enterprise Edition Release 10.2.0.4.0 |
| **Tools :** | TOAD, WINSCP, Report Builder, Form Builder. |
| **O/s :** | Windows XP/2000/2007 |

**Project Description**

## GE Aviation is a world-leading provider of jet and turboprop engines, components and integrated systems

## for commercial, military, business and general aviation aircraft, and ship propulsion applications. GE

## Aviation has a global service network to support these offerings.

Contribution

As a team member, I was responsible for,

* Working on Customer Work Orders.
* Development of XML Reports.
* Registrations of Tables.
* Executing concurrent programs from PL/SQL.
* Creation of Value sets in various Modules of the application.
* PL/SQL method of submitting Concurrent programs.
* Development and Customization of Reports, PL/SQL Procedures, and Packages.
* Registering reports in Oracle Applications.
* Registering reports in Oracle R12 Applications.

**Project 2 -EAG-L2C :**

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| --- | --- | --- |
| **Project Name** | EAG-L2C Supporting Project | |
| **Role** | Team Member | |
| **Duration** | Sep/2013-April/2014 | |
| **Team Size** | 12 | |
| **Module** | INV,PO,AP,OM,AR | |
| **Environment**  Oracle Applications 11.5.10 | **Languages :** | Oracle SQL, PL/SQL |
| **Software’s :** | AOL, PL/SQL, SQL Loader |
| **Database :** | Oracle Database 10g Enterprise Edition Release 10.2.0.4.0 |
| **Tools :** | TOAD, WINSCP, Report Builder, Form Builder. |
| **O/s :** | Windows XP/2000 |

**Project Description**

Virtusa provides a broad range of IT consulting, systems implementation and application outsourcing services through an optimized global delivery model. Through our industry leading platforming process, Virtusa focuses on delivering business results by modernizing, rationalizing and consolidating the critical applications that support our clients' core business processes. We employ advanced processes like Agile to insure the right system is delivered the first time. This approach enables Virtusa to serve industry leaders as they seek to improve their customers' experience, expand market reach, improve time to market and lower costs.

Virtusa's focus on accelerating business outcomes for our clients is rooted in five core areas:

* Full service portfolio.
* Optimized global delivery model.
* A rich heritage in software product engineering.
* Quality code.
* Advanced development methodology.

Contribution

As a team member, I was responsible for

* Development of executables, concurrent programs, creating value sets and registering them into oracle applications.
* Creating database Triggers.
* Writing SQL queries according to customer requirement.
* Understanding customer issues.
* Preparing Unit test.
* Developing Reports.
* Developed inbound interface to transfer data from legacy system to oracle applications.
* Registering reports in Oracle 11i Applications.
* Registrations of Tables.

**Project 1–Cisco Systems :**

|  |  |  |
| --- | --- | --- |
| **Project Name** | Cisco Systems | |
| **Role** | Team Member | |
| **Duration** | March/2013-June/2013 | |
| **Team Size** | 10 | |
| **Module** | OM, INV, AR and GL | |
| **Environment**  Oracle Applications 11.5.10, | **Languages :** | Oracle SQL, PL/SQL |
| **Software’s :** | AOL, PL/SQL, Form Personalization, XML Publisher, Oracle Forms, Report 6i,SQL Loader. |
| **Database :** | Oracle Database 10g. |
| **Tools :** | TOAD, WINSCP, Report Builder, Form Builder. |
| **O/s :** | Windows XP/2000 |
|  | **Hardware** | P4 Processor, 512 MB RAM |

**Project Description**

Cisco Systems, Inc. is an American [multinational corporation](http://en.wikipedia.org/wiki/Multinational_corporation) headquartered in [San Jose](http://en.wikipedia.org/wiki/San_Jose,_California), California, United States, that designs, manufactures, and sells [networking equipment](http://en.wikipedia.org/wiki/Networking_hardware).[[2]](http://en.wikipedia.org/wiki/Cisco_Systems#cite_note-Cisco-Sep-2012-10-K-2) The stock was added to the [Dow Jones Industrial Average](http://en.wikipedia.org/wiki/Dow_Jones_Industrial_Average) on June 8, 2009, and is also included in the [S&P 500 Index](http://en.wikipedia.org/wiki/S%26P_500_Index), the [Russell 1000 Index](http://en.wikipedia.org/wiki/Russell_1000_Index), [NASDAQ](http://en.wikipedia.org/wiki/NASDAQ) 100 Index and the Russell 1000 Growth Stock Index.[[3]](http://en.wikipedia.org/wiki/Cisco_Systems#cite_note-3)

Contribution

* Development of executables, concurrent programs, creating value sets and registering them into oracle applications.
* Creating database Triggers.
* Writing SQL queries according to customer requirement.
* Understanding customer issues.
* Preparing Unit test.
* Registrations of Tables.
* Developing Reports and customization.
* Developed inbound interface to transfer data from legacy system to oracle applications.
* Preparing the colour code documents and uploding into cisco doc’s.
* Preparing the technical design douments.
* Testing of the Payment Methods.