

**Professional Summary:**

- Currently working as Salesforce Developer, with a professional IT experience of around 4 years.
- Relevant 3.5+ years of Salesforce.com CRM Platform, Salesforce Lightning expertise including development.
- Demonstrated expertise in Configuration, Implementation of Salesforce CRM applications.
- Demonstrated experience customizing Salesforce applications as per the business needs.
- Experience working in Agile methodology and handling Sprint planning for successful project delivery.

**Technical Skills:**

SFDC Technologies	Apex Classes, Apex Custom Controllers, Apex Triggers, Force.com, Visual Force Pages, SOQL, SOSL, DML, Change sets, Workflow & Approvals, Data Loader, Reports, Dashboards, Aura and Lightning web components
Salesforce Tools	Eclipse, Force.com Eclipse IDE Plug-in, Flosum, Salesforce.com Data Loader, Salesforce.com Platform (Sandbox and Production).
Languages	APEX, HTML, XML, SQL, JAVA
RDBMS	MS-SQL Server
Tools	Visual Studio Code, Workbench, GitHub, GitBash, Salesforce CLI, SQL Developer, JIRA
Operating Systems	Windows 10

**Professional Experience:**

**Project:** Ultimate Kronos Group (Merger of Ultimate Software & Kronos Inc.)

**Company:** Accenture

Feb 2022 – Till Date

**Location:** Hyderabad, India

**Role:** Salesforce Developer

**Project Description:** Building on 70 years of experience from two leaders in HR solutions, UKG combines the strength and innovation of Ultimate Software and Kronos. Individually, they always put people at the center of everything they do. Together, they're committed to inspiring workforces and businesses around the world, helping to pave the way forward for their people, customers, and industry. Accenture understands that UKG's objective is to increase throughput and delivery to production of Salesforce backlog items and platform integrations to carriers. Accenture will provide the fixed capacity services to assist UKG by augmenting existing Salesforce backlog team and integration platform teams within the engineering organization.

**Responsibilities:**

- Followed agile methodology, used Jira as project management tool.
- Designed and developed the Apex classes, Validation rules, Workflow Rules, Process Builders, Page layouts, Visual Force Pages, Aura and Lightning web components to suit to the needs of the application.
- Implementation of Batch, Scheduled Apex classes based on Business requirement.
- Creation of Pull Requests in GitHub using GitBash for merging to higher environments.
- Provide defect fix support (QA and UAT if any)
- Involvement with PO, BA and QA team for innovation on enhancing the product features.
- Engage in code reviews and collaboration with development team members.
- Delivered on-time successful sprint deliveries to QA team.

- Coordinating with Release Manager to do manual post deployment steps in production.
- Importing the data from Data Loader/ Workbench.
- **Worked as a Subject Matter Expert for providing solutions for Contract 360 Application.**

**Project** Contract 360

**Company:** Accenture

Oct 2021 –Jan 2022

**Location:** Hyderabad, India

**Role:** Salesforce Developer

**Project Description:** The goal of this project was to move the application, relationships and transactions supported by a department in client’s legacy system to CRM without loss of existing functionality. To provide simplified administration tool for the Staff and to reduce manual tracking, to develop the functionality as per the business requirement, create a way to be digital without adding complexity to workflow.

**Responsibilities:**

- Worked on various Salesforce.com standard objects and custom objects.
- Worked on 100+ production support incidents and resolved them permanently.
- Hands on Experience at Administrative tasks like creating profiles, permission sets, workflows, validations, approval process, email templates and notification, Reports and Dashboards and User Management Web to case, Email to case.
- Importing the data from Data Loader.
- Creation of Pull Requests in GitHub using GitBash for merging to higher environments.
- Provide defect fix support (QA and UAT if any)

**Project:** Wiley PLM (Client: John Wiley & Sons)

**Company:** Virtusa Consulting Services private limited.

Jun 2019 –Sept 2021

**Location:** Hyderabad, India

**Role:** Salesforce Developer

**Description:** John Wiley & Sons, Inc., commonly known as Wiley, is an American multinational publishing company founded in 1807 that focuses on academic publishing and instructional materials. Currently they are using a legacy system for their day to day business processes in the field of their publication. They have invested in force.com as their future business technology in the area of Proposal Management. The goal of the Project is to minimize the pain points in their current technology and build an effective business flows than the existing ones which helps various stakeholders in their day to day activities.

**Responsibilities:**

- Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
- Make sandbox environment for developer & UAT access.
- Used Data loader for copy production data & import into sandbox instances development, UAT.
- Enhancement & additional features on UI lightning component on existing site.
- Customized Page layouts for Standard/Custom objects and assigned Record Types. Customization
- Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components to suit to the needs of the application
- Resolved customer service issues and skillfully manage complex customer service problems.
- Manage customers' expectations and experience in a way that results in high customer satisfaction.

- Created Data Validation rules and Formulas as per business requirement.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.

**Certifications:**

- Salesforce Certified Platform Developer I .
- Salesforce Certified Administrator.
- Salesforce Certified Platform App Builder.

**Education:** **B.Tech.** in TKR College of Engineering and Technology, Hyderabad, India.

**Personal Details:**

**Father's Name:** Bathini Jagath Pramod  
**Date of Birth:** 10<sup>th</sup> December 1997  
**Languages Known:** Telugu, English, Hindi

**Declaration:**

I do here by declare that the above information is true to the best of my knowledge.

Place:  
Date:

Pranathi Bathini  
(Signature)