

# CHANDU BABU EDAM

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## PROFESSIONAL SUMMARY

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Results-driven Salesforce developer with 4 years of experience in Salesforce and over 6 years of total experience in IT industry. Skilled in development, administration and configuration of Salesforce applications. Demonstrated expertise in designing and customizing applications on the Salesforce platform to meet clients' specific requirements. Proficient in the overall SFDC concepts and adept at translating business needs into scalable and efficient solutions.

## CERTIFICATIONS

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Salesforce Certified Platform Developer 1

## SKILLS

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- Apex Development
- Lightning Web Components (LWC)
- Visual Studio Code, Jira, ServiceNow
- Data Loader and Salesforce Inspector
- Agile Methodology and Scrum Framework
- Software Development Life Cycle (SDLC)
- RESTful API Integrations

## WORK EXPERIENCE

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### Project 1: Asahi CUB

**Company :** Capgemini

**Duration :** July 2021 - till date

#### **Description:**

Asahi Beverages is one of the leading beverage companies in Australia. Asahi Beverages is a member of Asahi Group Holdings, one of Japan's leading beverage companies, and comprises of some of Australia and New Zealand's most successful beverage businesses, including Asahi Lifestyle Beverages, Asahi Beverages New Zealand and Carlton & United Breweries (CUB) which uses salesforce for their business as part of the sales and service cloud operations.

#### **Roles and Responsibilities:**

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Involved in creating **Apex classes** and **Triggers** along with **SOQL** to handle the backend business logic by maintaining code quality, and adhering to best practices.
- Worked in implementing **Rest API** inbound **integrations** in connecting salesforce with external applications by creating Apex web service and using Rest annotations.
- Played a key role in designing and implementing new components using **Lightning Web Components (LWC)** for a customer engagement application.
- Created custom applications, objects, tabs and fields with the custom functionality to efficiently meet the business requirement.
- Worked on Customizing **Page layouts** and **Record types** for various objects such as Opportunity, Contacts and Account.

- Experienced in effectively managing **data security** and access through the implementation of profiles, permission sets, and organization-wide defaults (OWD), ensuring data integrity and privacy in alignment with business requirements.
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### **Project 2: Stryker Corporation**

**Company :** Cognizant

**Duration :** May 2019 - May 2021

#### **Description:**

The project focuses on implementing Sales and Service Cloud solutions for Stryker, a prominent medical technology manufacturer. Established in 1941 as the Orthopedic Frame Company in Kalamazoo, Michigan, Stryker has evolved into a leading provider of orthopedic implants, powered surgical instruments, and endoscopic systems. Their extensive range of products, including knee & hip joint replacements, surgical instruments, and neurosurgical and neurovascular devices.

#### **Roles and Responsibilities:**

- Worked on implementing new features and resolving the issues raised by the clients within the salesforce as per the defined SLA.
  - Involved in deploying all the required salesforce components from one sandbox to another sandbox as per the client requirement using the **VS code** and **Change sets**.
  - Involved in performing the regression tests on production and sandbox orgs after every salesforce triannual release to make sure there is no impact on the major functionality.
  - Involved in updating and inserting data as part of data migration which is received from external sources into salesforce using **Data Loader**.
  - Involved in assisting the salesforce users for any kind of support in the salesforce platform.
  - Involved in the maintenance activities like generating and taking the weekly data backup from **data export** option in salesforce.
  - Proven track record of successfully raising cases with Salesforce and effectively connecting with their support agents to resolve issues.
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### **Project 3: Animas**

**Company :** HCL Technologies

**Duration :** Aug 2016 - May 2019

#### **Description:**

Animas is a project which was a part of the Johnson & Johnson Diabetes franchise that specializes in making insulin pumps, used by people with diabetes. It is Animas insulin pump is an electronic blood glucose monitoring device which will be connected to a separate application to regulate control and monitor the insulin delivery for diabetic patients.

#### **Roles and Responsibilities:**

- Analyzing the user stories and designing the test cases and test data preparation.
- Peer review and proving the review comments for the test cases designed.
- Executing test cases and Reporting the defects to development team and raising and tracking them in JIRA.
- Creating Defect Analysis document, logged and tracked defects with JIRA and following up developers in ensuring successful bug fixes.
- Conducted testing and analyzed results and submitting observations to the development team if any defects raised.

### **EDUCATION QUALIFICATION**

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Bachelor of Technology in Electronics and Communication Engineering (ECE), Vignan Institute of Technology (Affiliated to JNTU Hyderabad), 2014.