



Neelam Krishna

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Professional Summary:

- Having 5.5 years of relevant experience in as a Salesforce Development /Support and Salesforce Einstein Analytics.
- Having 9.3 Years IT Experience in Salesforce.com Training , Administration & Development.
- Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.
- Ability to work independently and be a self-starter.
- Involved in creating Objects, Page Layouts, Record Types, relationships, Validation Rules, Workflow Rules and Approval Process
- Involved in creating Apex Triggers, Apex Classes and Visualforce Pages for custom logic.
- Involved in writing the Test Scripts for various scenarios.
- Worked on SOQL and SOSL Queries.
- Capable of working efficiently under pressure and training subordinates as need arises.
- Experience in Defining and Executing Test cases and analyzing bugs.
- Worked on Lightning Components, Lightning Web Components.
- Worked on Multiple Deployments tools like VSCode,ANT Migration Tool and Eclipse/Workbench.
- Experienced in Design, build and configure applications to meet business process and application requirements using Salesforce Einstein Analytics.
- Worked on Designing, building, and support Wave apps, datasets, data recipes, and dashboards using SalesForce and non-SalesForce Database Sources.
- Provided best practices direction and implement approaches for customers.
- Experienced in quering the server logs for einstein analytics errors .
- Worked on manager hierarchy based security predicates issues.
- Embedded EA dashboards in home page of Lightning Application.
- Worked on fixing the Dashboard Performance issues.
- Worked on providing solutions for requirements related to Einstein Analytics involving Dataset preparations, dashboard designing and other related changes.
- Worked on Integrations with external data sources.

Technical Skills:

Salesforce.com	Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class, Visualforce (Page, Component & Controllers), Wave Analytics.
Custom Integration	Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Security Controls .
Force.com tools	Apex Data Loader, ETL Data Extraction, Force.com Apex Explorer, Force.com Migration Tool, Force.com, Eclipse IDE Plug-in., ANT Tool , Advance Rest Client ,SOAP UI
Programming Languages	Basic JAVA, C, APEX.
Operating Systems	Windows.

Education:

2006-2010-Completed graduation (ECE) in **2010** from JNTU, Hyderabad.

Certifications

- Salesforce Certified Platform Developer 1
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator

Professional Experience:

- ❖ Working as a Senior Success Agent Tier-2 at Salesforce PVT LTD from April 3rd 2017 to till now.
- ❖ Worked as a Associate Consultant at HCL Technologies from April 7th 2016 to March 31st 2017.
- ❖ Worked as a Software Engineer at client location Genpact Head Strong Capital Markets on payrolls of Acuvate Software PVT LTD Hyderabad from March 25th 2015 to March 31st 2016
- ❖ Worked as a Salesforce Trainer at Texan IT Solutions PVT LTD from June 14th 2011 to Feb 25th 2015

Projects

Project: Salesforce Dev Support

Role: Senior Success Agent Tier-2.

Client:Salesforce Pvt Ltd.

Description:

- Worked on Designing, building, and support Wave apps, datasets, data recipes, and dashboards using Salesforce and non-SalesForce Database Sources.
- Provided best practices direction and implement approaches for customers.
- Experienced in quering the server logs for einstein analytics errors .
- Worked on manager hierarchy based security predicates issues.
- Embedded EA dashboards in home page of Lightning Application.
- Worked on fixing the Dashboard Performance issues.
- Worked on solutions for requirements related to Einstein Analytics involving Dataset preparations, dashboard designing and other related changes.
- Worked on Integrations with external data sources.
Assisted third-party developers to troubleshoot their integration with salesforce.com APIs, Apex.
- Experienced in Design, build and configure applications to meet business process and application requirements using Salesforce Einstein Analytics.
- Resolved customer service issues and skillfully managed complex customer service problems.
- Involved debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved

Project: ALCO Transportation (American Locomotive Company)

Role: SFDC Developer/Admin.

Client: ALCO

Description:

ALCO Transportation, is a division of steam and diesel locomotives . The organization manufactures equipment for the railroad, marine, mining, drilling and energy generation industries.

- Worked on configuring Salesforce CRM
- Involved in creating different VF pages and classes
- Written triggers to achieve functionality
- Involved in fixing the development support issues.
- Involved in integrating Clicktools survey tool with salesforce.

Project: First Horizon

Role: SFDC Developer/Admin.

Client: First Horizon ,USA

Description

The First Horizon system is developed basically in the stream of providing home loans. First Horizon offers customers a comprehensive range of financial services, including mortgages through First Horizon Home Loans and banking services from First Horizon Bank. This system involves Processing further for funding Loan. It provides an integrated system to collect the lead information and manages the verification of that information and it involves capturing the credit details of the borrower calculating the loan amount. This system has automated document generation which is required for loan processing

Responsibilities:

- Responsible for customizing Objects, Page Layouts, Record Types, Email Templates, Validation Rules, Report Types, Workflows and Approval Process.
- Responsible for creating Apex Triggers, Apex Classes and Visualforce Pages.
- Responsible for creating Users, Profiles and Roles and Permission Sets.
- Responsible for building Reports and Dashboards.
- Written Test Scripts in various scenarios.
- Responsible for preparing Configuration workbook and Technical Documentation.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
- Responsible for migrating data from one sandbox to another sandbox by using Change Sets

Project: IUOE (International Union of Operating Engineers)

Role: SFDC Developer/Admin.

Client: IUOE

Description:

The application provides the complete CRM solution for an organization with custom built solutions. This is an automation application for marketing system that is used for tracking all the leads, opportunities, products, services, commissions, payments of an organization with custom built logic's. The **International Union of Operating Engineers (IUOE)** is a trade union within the American Federation of Labor and Congress of Industrial.

Responsibilities:

- Responsible for customizing Objects, Page Layouts, Record Types, Email Templates, Validation Rules, Report Types, Workflows and Approval Process.
- Responsible for creating Apex Triggers, Apex Classes and Visualforce Pages.
- Responsible for creating Users, Profiles and Roles and Permission Sets.
- Responsible for building Reports and Dashboards.
- Involved in writing Test Scripts in various scenarios.
- Responsible for preparing Configuration workbook and Technical Documentation.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
- Responsible for migrating data from one sandbox to another sandbox by using Change Sets.
- Worked on Force.com IDE tool and Force.com Migration toolkit.