## **Name : Dileep Kumar**

Email : dileepkumarraavi@gmail.com

Phone : 8919063168

**Dev cert num: 21816678**

**Professional Summary:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* **Over 1 year of experience in IT industry in Salesforce.com CRM platform.**
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom

Salesforce pages as expected by business requirements.

* Primary level experience in working on web services and giving solutions by **SOAP and REST integrations**.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to

the governor limits.

* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
* Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE**.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Participated in all stages of **Software Development Life Cycle (SDFC)**

i.e., System Analysis, Design, Development and Testing Expertise.

* **Exposure to Lightning Aura and LWC programming.**
* Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
* **Worked on Lightning Aura Component And Lightning Web Component related project responsibilities.**

|  |  |
| --- | --- |
| **SFDC Technologies** | Workflow Rules & Approvals, Apex Classes/Controllers, Triggers, Visualforce Pages,  Data Loader, Reports, Dashboards, Force.com IDE |
| **Languages** | APEX, Visualforce, Javascript |
| **Tools & Technologies** | Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Operating systems** | Windows 98/NT/XP/Vista/7/8, Windows CE, Linux. |

**Summary of skills:**

**Professional Experience**:

**Company : Intelogik Solutions.**

**Client : Confidential (USA Client)**

**Work duration:** January 2020-Present

**About Client:** **Client** is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

We are working on classic to Lightning migration phase now.

* **Roles and Responsibilities:**
* Involved in gathering and analysis of business requirements and then effectively took part in sprint

planning to achieve the requirement.

* Analysed the business process of client and then involved in creating the application and data model

required for the requirement.

* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the

business requirement.

* Defined lookup and master-detail relationships on the objects and created junction objects to establish
* connectivity among objects.
* Created reports, dashboards, and processes to continuously monitor data quality and integrity .
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and

created permission sets where necessary.

* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields
* Created and used Email templates in HTML and Visualforce.
* Involved in end-to-end testing and gathering feedback from business users
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,

Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles,

Roles, Reports and Dashboards etc.

**PROFESSIONAL QUALIFICATION:**

**Bachelor’s Degree in Computer Science**

**SAVEETHA UNIVERSITY**