Professional Summary:

Software Engineering Professional having 7+ years of work experience, Seeking Full time Employment in an esteemed organization by working in an environment that would comprehensively challenge my skills and grow professionally along with the company vision.

* Having 5+ years of experience as a Salesforce Developer.
* Exposure to Technologies such as **Apex, Visual force, JavaScript** and **Angular JS**.
* Experience in Customization, Configuration, Implementation of Salesforce CRM and Salesforce applications.
* Experience in all stages of Software Development Life Cycle (SDLC) i.e., Systems Analysis, Design, Coding, Testing and Implementation.
* Experience in Querying salesforce.com database using SOQL and SOSL queries.
* Experience in **Data Load Activities** by using **Data Loader**, **Import Wizard**, **Workbench** and **Eclipse** to move the data and deploy the applications.
* Good Experience in Creating **Workflows, Page Layouts, Outbound Messages and Validation rules.**
* Created the **Validation Rules, Approval Process, Workflows** for automated lead routing, Email Alerts.
* Created the **Process Builder** for Field Update and Invoking the Approval Process.
* Implemented the Approval Process automatically.
* Designed and developed **Apex Triggers** for various functional needs in the application.
* Experience in **Force.com** sites.
* Experience in **SOAP** API and **Lightning** Framework.
* Deployments by using **Tortoise Git**, **GIT HUB, EGit, Gerrit, Jenkins** and **ANT** tool.
* Analytical problem solving skills and ability to take multiple responsibilities.
* Excellence in analysis, design, development, problem solving and teamwork has created a proven track record in working with project team members to provide solutions, whichmeet or exceed their business needs.
* Experience on Sales and Service Cloud.
* Expertise in documentation like User Manuals, Functional Specification Documents and Design Documents.
* Having a good knowledge on REST API.

**Technical Skills:**

* **Programming Languages** : Apex
* **Web Technologies** : HTML, CSS, Bootstrap and Angular JS 1.0.
* **Salesforce Components** : Apex classes, Triggers, Lightning Components, Apex

 Pages, Workflows & Approval Process.

* **Deployment Tools** :Tortoise GIT, EGit, GIT HUB, Gerrit, Jenkins and ANT
* **Operating systems** :Windows Family
* **Ticket Monitoring Tool** :HPSM and Remedy
* **Domain Expertise** : Health Care and CPQ

**Certifications:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**

**Educational Qualification:**

* **B.TECH from JNTU (Kakinada), Andhra Pradesh.**

**Professional Experience:**

* Currently associated with **Tata Consultancy Services** as IT Analyst from April 2018 to till date.
* Worked at **Tech Mahindra** as Sr. Software Engineer from April 2016 to April 2018.
* Worked at **SteadFast Technology Services** as Application Engineer from May 2015 to March 2016.
* Worked at **OpenSpace Innovates** as Software Engineer from Jun 2013 to April 2015.

**PROJECTS:**

**Project #1:**

**Project Name** : Ericsson Sales

**Role** : AO & AD

**Client** **:** Ericsson

**Description**

Ericsson has entered into a new phase in its customer relationship management ("CRM") transformation program, and has initiated the Salesforce-CRM project to drive the implementation of the global CRM template, Market Area North America ("MANA") delivery, and global change management to support all Market Areas: MANA, Market Area Europe & Latin America ("MELA"), Market Area North East Asia ("MNEA"), Area South East Asia, Oceania & India ("MOIA"), Market Area Middle East & Africa ("MMEA"). It handles Leads, Opportunity, Deal and Contract Management within Ericsson. It is aligned with the Sales Process including creation of new sales Opportunities to be won (become Deals) and corresponding Customer Contracts. The Sales Process is supported via process stages, definitions, sales track selection, SDP approvals and Early Starts.

**Responsibilities**

* Created custom objects, tabs, fields, page layouts, record types, custom button as per business requirements.
* Created APEX classes, Triggers and Lightning Components.
* Created Workflow with Outbound message.
* Custom Leads generation from Share Point site by using Java-script and Lightning Components.
* Invoked the Approval Process and Apex Class from Process Builder.
* Involved in Integration setup with EBIP.
* Attending daily scrum calls to provide development status to Business and On-shore team.
* Doing code commits and Merging Branches by using Eclipse.
* Involved in Pre-Deployment and Post Deployment Activities.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Maintain user roles, security profiles and sharing rules.
* Wrote Test classes as per developed functionality and executed
* Analyze the issues reported by the Business users, debug and fix them.
* Dealing with client and users on issues/changes requested.
* Involving in the data load activities using Workbench and Salesforce Inspector.
* Monitors the incidents escalations and act accordingly to the client and users.

**Project #2:**

**Project Name** : Roche DiaLog

**Role** : Salesforce Consultant

**Client** **:** Roche

**Description**

Roche DiaLog is a portal which is built in AEM and integrated with SFDC and SAP technologies. This portal is used for the Roche customers who are already members of the Roche products and who are willing to know about the Roche products. This single portal contains the data of the Roche R&D information and also the tracking of Sales Orders, Deliveries and Invoices which are integrated from SAP systems.

**Responsibilities**

* Dealing with client and users on issues/changes requested.
* Analyze the issues reported by the Business users, debug and fix them.
* If the issue is recurrent, work on the issue raising a problem ticket and provide a permanent fix for the issue.
* Involving in the enhancements of the UI changes/fixes using AngularJS.
* Involving in the data load activities using workbench.
* Monitors the incidents escalations and act accordingly to the client and users.
* Developer of User Stories using agile methodology.
* Attending daily scrum calls to provide development status to Business and On-shore team.
* Doing code commits using Eclipse.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used AngularJS on Visualforce pages to maintain the single page application methodology.
* Used Bootstrap to maintain the rich UI to sync the look and feel of the UI as same as AEM.
* Involved in Integration setup with AEM via User Name password connection.
* Created custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce pages, Triggers, Apex Controllers.
* Maintain user roles, security profiles and sharing rules.
* Wrote Test classes as per developed functionality and executed

**Project #3:**

**Project Name :** Listrak O2B Customization

**Role**  **:** Developer

**Client**  **:** Listrak

Description:

Listrak is a leading player in the digital marketing management domain in the U.S. Offers a single, integrated digital marketing platform across multiple channels (Web, email, Mobile, Social, Stores etc.,) for retailers. Listrak is looking to streamline its billing process using the Salesforce.com platform and Chikpea’s O2B product.

**Responsibilities**

* Developer of User Stories using agile methodology.
* Understanding the business logic and preparation of technical design document.
* Attending daily scrum calls to provide development status to Business and On-shore team.
* Doing code commits using Eclipse.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce pages, Triggers, Apex Controllers.
* Utilized Apex data loader in handling massive amounts of user data.
* Understanding the business logic and preparation of technical design document.
* Created the formula fields, workflow rules and Email alerts.
* Download the attachments into zip files by using Javascript and Apex classes.
* Develop the PDF pages and design the pages as per requirement

**Project #4:**

**Project Name :** Rocket Fiber O2B Customization

**Role**  **:** Developer

**Client**  **:** Rocket Fiber

Description:

Rocket Fiber is a new Detroit-based Internet service provider offering gigabit Internet speeds that are up to 100 times faster than the average residential connection in the U.S.Rocket Fiber is implementing Chikpea’s Order2Billing (O2B) tool to enhance billing capabilities.

**Responsibilities**

* Developer of User Stories using agile methodology.
* Understanding the business logic and preparation of technical design document.
* Attending daily scrum calls to provide development status to Business and On-shore team.
* Doing code commits using Eclipse.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created custom objects, tabs, fields, page layout as per business requirements.
* Created APEX classes, Visualforce Pages, Triggers, Apex Controllers.
* Develop the PDF pages and design the pages as per requirement.
* Utilized Apex data loader in handling massive amounts of user data.
* Created the formula fields, workflow rules and Email alerts. **Gopi Krishna K**