Harsha Vardhan Reddy

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Salesforce Developer

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Objective:

To make a challenging career in information technology ensuring creditable performance, this will contribute to the growth of organization and to self.

Experience Summary:

- **Salesforce Developer** with 3.3 years of experience in **Salesforce.com** administration and Development.

Highly proficient with Sales Cloud Service Cloud, Force.com and Knowledge on Community Cloud.

- Worked on **Apex, Lightning Web Components, AURA Components**.
- Expertise in **Asynchronous Apex such as Batch, Future, Schedule Apex.**
- Experienced in both **Lightning and classic of Salesforce functionalities**.
- Worked on Process **Automation tools such as Process Builder, Flows, and Workflows**.
- Competent in SFDC Administrative tasks like creating **Profiles Roles Users,**
- Worked on **Creating Reports and Dashboards**
- Worked on migration from Salesforce classic to Lightning.
- Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
- Extensive experience in lead case management web-to-lead Web-to case Email-to-case.
- Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
- Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
- Experienced in Creating Roles Profiles Layouts Workflow Alerts and Actions and Approval Workflow.
- Involved in design development test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
- Excellent Client management skills presentation skills operational metrics time management analytical great communication and interpersonal skills.

Professional Experience

Working with INDUCT SOLUTION PVT LTD.

Project – MedTech Sales and Product Development

Client   : MedTech

Technology   : Salesforce.com, Admin, Apex, Lightning, LWC.

Designation   : Salesforce Developer

Summary:

MedTech innovations help people live longer and healthier lives. And while companies pursue innovation and safety, many are faced with big regulatory changes. IQVIA MedTech Solutions can help you orchestrate your business from concept to market. It helps company to maintain Research and Development, Product Development, Manufacturing and Distribution, Approval and Marketing access.

Roles and Responsibilities

- Reports, Report Types and Dashboards, Actionable Reporting, Record Types
- Created Triggers, Test Classes, Aura and LWC Componets.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company. Profile, Roles, Permission Sets, Permission Set Groups,
- Implemented Record-Level and Field-Level security and configured their sharing settings.,
- Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows.
- Created and deployed several reports for different user profiles based on the need in the organization.
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Provided user support and bug fixing activities as per the SLA.
- Created new user accounts Manage access levels for various accounts Import/export data.

Project - HTL
Client : RNTBCI

Technology : Salesforce.com, Admin, Apex, Lightning.

Designation : Software Engineer Description.

- Develops installation and configuration procedures,

- Implements system configuration changes, as requested,

- Develops maintenance procedures,

- Trains user support specialist and service desk technicians in operation and issue resolution,

- Provides installation and troubleshooting backup to user support specialists and service desk technicians,

- Responds failures and works with service providers to resolve discrepancies,

- Acts as the interface to technology providers providing software, tools, and services.

- Manages desktop/mobile/peripheral software environment including:

Educational Qualification : BSC(MSCS) from **Yogi Vemana university** in 2018