Gokulakrishna TV

Salesforce Developer

Address 42, Anadareddy Layout, Electronic City, Phase

2, Bangalore, Karnataka, 560100

Phone 8220139933

E-mail gokulakrishna18@gmail.com

To be a part of a dynamic organization where I can find challenging careers and can help in achieving growth of the company through mutual co-operation and for mutual benefit.

Certifications

- Salesforce Administrator (ADM201) (Credential ID: 20857280)
- Salesforce Certified platform app builder (Credential ID: 19049063)
- Salesforce Certified pd1 developer (Credential ID: 21403058)

Work History

2018-05 - Current

Salesforce Developer

Tech Mahindra, Bangalore, Karnataka

Certified Salesforce professional with over 2 years'
experience in full cycle development.

 Client: Nestle, Wilhelmsen ships and Services
Project: ENGAGE
Environment: SFDC Sandbox & production domains (Unlimited Edition) API version : 47.0

Engage:
Engage is the name of application, which uses Salesforce Service cloud.
Engage is the primary application of Nestle worldwide to resolve consumer complains / Question / Compliment.
Application is used by 50+ countries. Consumers from any part of world can raise complains / Question /Compliment using Contact US page, Email, Social Media (Facebook, Instagram, and Twitter), Telephone and Live chat.

Wilhelmsen ships and Services:

Built Sales cloud Application for Wilhelmsen ships and services with Sales Process Flow through Agile Methodology
Enhanced a user-friendly application to maintain Product Sales.
Responsible for doing customization like creation of Objects, Relationships, Record types, Page Layouts, Custom Settings, Custom Label, Validation rules and email templates.
Created Lightning components, Lightning Page and Lightning Tab.
Deployed many components from one sandbox to other and production using ANT Migration Tool.
Responsible in doing Post Deployment activities.

Roles & Responsibilities: -
• Experience in designing of Custom Components (objects/fields/tabs/apps/Layouts).

• Experience in SFDC Development in implementing Apex Classes, Triggers

• Worked as Salesforce admin governing user account creation, personal information setup, password

reset, Roles & Profile creation, user group creation, updating company profile.

• Experienced in creating Custom objects, Custom fields, Role based page layouts, Custom tabs,

Custom reports as per the client and application requirements.

• Hands on experience in designing Security and sharing rules at object, field and record level for

different users at different levels of organization.

• Created various profiles and configured the permissions based on the organizationalhierarchy.

• Hands on experience working with Case Management, Email To-Case, web- To -Case,

Workflow, and Approval Processes, queues & views, assignment rules.

• Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to

implement business logic.

• Created Email templates for the clients and customers.

• Hands on experience in using Data Loader for insert, update and bulk import or export of data from

Salesforce.com Objects.

• Manage mass imports and exports of data

Ticketing Tools: JIRA, HPSM, Service Now
Deployment Tools: SFDC Data loader, Work Bench

Education

BE EEE 2013 – 2017	RMD Engineering College, Chennai graduated with 7.2 CGPA	Chennai, TN
HSC 2013	Sri Vidhya Mandhir, Uthangarai graduated with 90 %	Krishnagiri, TN
SSLC 2011	Sri Vidhya Mandhir, Uthangarai graduated with 95.4 %	Krishnagiri, TN