

Professional Summary:

- 5.4 years of IT experience in Configuration and Development of Salesforce CRM
- Hands on experience in Configuring and customizing the applications on Salesforce platform.
- Hands on Experience working with Apex Triggers, Apex Classes, Visualforce pages
- Excellent work experience in creating Salesforce.com Customizations, such as Page Layouts, Validation Rules, Workflows, Process Builders, Email templates and Approval Processes
- Created modern Enterprise **Lightning Apps** combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Involved in developing and good knowledge on Salesforce object Query Language (SOQL) ,SOSL and Web services API
- Good experience in working with salesforce divisions like **SALES CLOUD, SERVICE CLOUD** and **APPLICATION DEVELOPMENT**
- Knowledge on Integration Technologies Web Services: **SOAP, REST, API.**
- Worked on **Sites** in salesforce.com
- Experience in web technologies like XML.
- Good experience in analyzing the requirement in the User story and developing accordingly.
- Hands on Experience with **ANT** and **Change Sets** tool to move component to production.
- Experience in implementing **Security and Sharing Rules** at object, field and record level for different users at different levels of organization
- Hands on Experience in custom Profiles, Roles, OWD, Groups, Permission Sets and Sharing rules
- Extensively used **Data Loader, Salesforce Inspector and Workbench**
- Knowledge in developing custom pages with Lightning look and feel
- Developing code coverage test cases to migrate the code to production environment
- Working on **Agile** Methodology (Release and Sprint system)

Technical Skills:

Apex	Apex, Apex triggers, SOQL, SOSL
Front End	Visual force pages,
Salesforce.com tools	Apex Data Loader.
Platform	SalesForce.com.
Database	Force.com and SQL
Functional Analysis	Analysing the requirement from the design swarm and writing the User story as per the requirement.

Working Experience:

Project:

Name : Aetna Healthcare
Employer : KENRIG Tech Services
Client : Aetna Healthcare Networks Inc. USA.
Role : Salesforce Administrator
Team size : 7
Technologies used : Salesforce CRM, Force.com, Apex Classes, Visual Force, Data Loader

Project Description:

Aetna U.S Healthcare is the nation's leading health and related benefits organization, with a total health enrollment of more than 14 million Americans nationwide. In addition, Aetna U.S Healthcare provides quality measurement and improvement programs and data analysis for providers and purchasers of healthcare. In Louisiana, Aetna U.S Healthcare currently has a number of managed care programs including its Health Maintenance Organization (HMO), Point of Service (POS) and Preferred Provider Organization (PPO) options as well as a Medicare HMO and traditional indemnity plans. Aetna services corporate clients each one having hundreds and in some cases thousands of subscribers to the medical, dental, and prescription drugs plans. Aetna's corporate clients need a detailed package of reports every quarter about their premium and claims settlement information.

Roles and Responsibilities:

- Understanding and analyzing business process and to design solutions.
- Created Custom Objects, Fields and Page layouts.
- Worked on Tracking History on objects using custom tracking.
- Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
- Developed Apex Classes, Triggers.
- Designed and developed Workflow rules / Approval Processes.
- Taking part in for data migration process for existing system from/into Salesforce.com.
- Created SOQL & SOSL for data handling using platform database objects.
- Involved in Weekly Status reports and Scrum calls.
- Participated and given knowledge Transfer sessions.
- Reports and Dashboards.

Project:

Name : GE POWER
Employer : KENRIG Tech Services
Client : GE POWER
Role : Salesforce Support Analyst
Team size : 7
Technologies used : Salesforce CRM, Apex, workflows. Triggers,

Project Description:

GE Power is an American energy technology company, owned by General Electric. In 2018, General Electric power plants produced one-third of the world's electricity. GE Power is divided into Gas power, Steam power and Power conversion services. GE has installed about half of all nuclear power plant steam turbines around the world. To automate its Sales related Activities and the Dealers activities info, it uses Salesforce CRM

Roles and Responsibilities:

- Interacted with business users and created many numbers of List views according to their requirements.
- Involved in setting up Profiles and assigning the Profiles to the users.
- Involved in setting up the Role Hierarchy and assigning the users as per the role.
- Developed Validation rules, Rollup Summary fields, and Cross Reference fields to meet business rules.
- Manage Salesforce releases with pre-sandbox review and testing of all new development functionality.
- Govern Change Management process from development sandboxes to production and across the development lifecycle. Ensure that all necessary changes are documented, reviewed, tested, approved and deployed
- Move code from lower sandboxes to production environment using Change Sets and ANT Tools.

Education:

- M. Pharmacy from Osmania University with 64% from 2011-2013.
- B. Pharmacy from JNTUH with 75% from 2007-2011.

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge and belief.