

Professional Summary:

- **6 years** of experience in Salesforce.com CRM space that includes Administration, Configuration, Implementation, Development and Support experience.
- Good Knowledge in REST Web services and XML Based SOAP Web services and Workbench.
- Good Expose on Apex Classes, Triggers, Visual Force pages, Custom Objects and Standard Objects, Reports, Dashboards, Validation Rules, Workflows & Approval Process and Sites.
- Expertise in implementing the Security Model and Sharing Rules in Sales force.
- Experience in working with Apex Data Loader and Force.com IDE.
- Worked on Role Hierarchy, Profiles, Public Groups, Sharing Controls and Data Management.
- Good knowledge in implementation of application using JavaScript, CSS and HTML in Visual force Pages.
- Worked on Lightning Components in Aura framework, Lightning App Builder, Communicating with Events, Lightning Data Service and Lightning design system.
- Good exposure setting up Einstein Next Best Action and Social Studio.
- Recognized proficiency in business process mapping, requirement study for salesforce.com, defining the various specifications for application implementation, and client interaction for resolving concerns in Customer Relationship Management domain.

Technical Skills:

- **Salesforce CRM** : Apex Classes, Triggers, Visual Force Pages, Integrations, Lightning Design System, Lightning Components.
- **Salesforce CRM Tool:** Apex Data Loader, Force.com IDE, Force.com Migration Tool.
- **Web Designing Tools:** HTML, CSS, Java script.
- **Version Control** : GitHub, Bitbucket
- **Other** : VS Code, Eclipse, JENKINS, YODIZ, JIRA

Professional Experience:

- Currently working as **“Consultant”** with **Deloitte Consulting India Pvt Ltd, Hyderabad, OCT - 2017 To Till Date.**
- Worked as **“Senior Software Consultant”** with **Dhruvsoft Services Pvt Ltd, Hyderabad , JUN – 2015 To OCT -2017**

Certifications:

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

- **Salesforce Certified Service Cloud Consultant**
- **Salesforce Certified Platform Developer II**
- **Salesforce Certified Sharing and Visibility Designer**

Education:

Bachelor of Technology (Electronics and Communication Engineering (ECE)) Rajiv Gandhi University of Knowledge Technologies - BASAR. 2011 to 2015 CGPA 8.29

Project Experience:

PROJECT#1

Client : AARP
Title : AARP
Role : **Salesforce.com Developer & Administrator**
Duration : **DEC 2019 – Till Date**
Team Size : **8**

Description:

AARP deals with providing health care membership benefits to retired personnel of US primarily along with few other countries Mexico and Canada. Customer can reach through regarding their queries and other benefits using salesforce community Einstein Chatbot, Web Support form, SMS Channel, Live Chat, Phone Channel and Social Channel (FB Messenger, Twitter), Email.

Responsibilities:

- Developed REST Based synchronous outbound callout to Konnex API System(Ciboodle).
- Developed Einstein Intent Driven Bot Setup and Configuration for communities.
- Setup Social Studio for Salesforce to monitor post, comments, private Messages via social Network pages into salesforce cases.
- Configured Einstein Next Best Action feature of recommended offers for membership.

PROJECT#2

Client : **Health Care Service Corporation**
Title : **HCSC ACE**
Role : **Salesforce.com Developer & Administrator**
Duration : **APR 2019 – NOV 2019**
Team Size : **8**

Description:

HCSC deals with providing insurance policies to the subscribers. Each unique member dependent can be tagged to single subscriber id. This system interacts with Mule soft API with continuous and synchronous to get and post the data at runtime for a member. For each member the dynamic generated medical claims, pharmacy claims and appeals will be present. Cases will be created to provide status and resolve issues for customers (subscribers/members) who called in through IVR.

Responsibilities:

- Developed REST Based synchronous outbound callout integration to create appeals through Mule soft API using Lightning component framework.
- Developed complex custom template text population for merge fields by custom metadata using apex.
- Used out of box Quick Text object and build table using Quick Text to provide selection and auto populate the selected template in text area to save to case.
- Used workspace API in lightning components to open Tabs and Sub-Tabs in Lightning experience.
- Used Intelli J IDEA to develop and commit changes to Git.

PROJECT#3**Client : Kaiser Permanente****Title : Kaiser Permanente Employee Relationships Management, Oracle HCM Integration****Role : Salesforce.com Developer & Administrator****Duration : FEB 2018– MAR 2019****Team Size : 3****Description:**

This project deals with implementation of a solution which is specific to ER Management of KP - who is one of the leading Healthcare companies in United States with more than 3M employees.

Responsibilities:

- Developed REST based web service to upsert records in salesforce with data from Oracle HCM environment.
- Developed Outbound Callout to on demand sync data between salesforce and Oracle HCM Database.
- Implementation of the forms using Visualforce pages, Apex Controllers and Extensions.
- Process automation using Apex Triggers, Apex Classes, Workflows, Process Builders and Approval Processes.
- Accountable for playing Release Manager's role in defining the deployment process and helping out the team in case of any deployment issues.
- Fixing the defects raised by internal QA, SIT and UAT Teams.
- Working in 24/7 support during Hyper care for fixing any critical defects and pushing them to higher environments ASAP.

PROJECT#4

Client : Sonexus Health LLC
Title : Cardinal Health
Role : Salesforce.com Developer & Administrator
Duration : OCT 2017 – FEB 2018
Team Size : 3

Description:

Sonexus is Pharmaceutical Company which implementing the patient and physician programs using Engagement programs like Gelineya, Hegada and Extavia etc... Under different manufacturers. Cardinal Health using different engagement programs having different configurations made in salesforce database specific to each manufacturers.

Responsibilities:

- Involved in Requirement Analysis, Design and Development.
- Developed support model for auto task generation for multiple Subjects using Queueable Apex based on program rules configured for different engagement programs under manufacturers.

PROJECT#5

Client : Connected Horizons
Title : TouchPoint
Role : Salesforce.com Developer & Administrator
Duration : OCT 2016 – OCT 2017
Team Size : 4

Description:

Toucpoint365 is an outbound Call/Email/SMS center which provides outbound follow-up services for companies engaged in multi-family (usually apartment complexes) property management. The ERP system we are working with in is called **YARDI**.

Responsibilities:

- Worked on development of various forms using Visual force Pages.
- Used SOAP API to call web service methods of YARDI to pull/push guest card information back and forth between salesforce and YARDI.
- Used Process Builder to perform automatic business process once a contact is created.
- Developed Future annotated class for pushing follow up activities from SF to YARDI.
- Used Apex Email Services to grab email responses from prospect.
- Developed Force.com Sites for prospect to schedule appointments or to cancel their interest.
- Developed SMS Integration using Twilio API as SMS follow-up process for outgoing and incoming messages
- Developed Public REST API Endpoint to auto process the incoming messages from Twilio API.

PROJECT#6

Client : The Green House
Title : The Green House (TGH)
Role : Salesforce.com Administrator & Developer
Duration : DEC 2015 – SEP 2016
Team Size : 3

Description:

The Green House (TGH) is one of the U.K.'s leading environmental management company which is using salesforce.com to spearhead growth and help major U.K. companies meet their corporate and social responsibility goals. Waste, recycling, and low carbon energy solutions are being implemented on the Salesforce.com Platform in The Green House. It provides services as an Intermediate between customers and suppliers.

Responsibilities:

- Developed Apex Controllers and Visual force pages.
- Involved in writing apex triggers and REST integration
- Worked on Http callouts to call the 3rd party website designed in word press.
- Involved in writing apex triggers.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created Reports and Dashboards.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Achieving Test Converge more than 75% and maintaining the same at the time of enhancements and deployed in live instance.

Declaration:

I hereby declare that all particulars stated in this form are true to the best of my knowledge and belief.

Irukulla Ajay