**E. Hari Krishna** 

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**Career Summary**

* Having around 7 years of IT Experience into Salesforce.com as Developer, Administrator,

Deployment, and Integration.

* Excellent Team Player and Lead with Good Time & Work Management Capability.
* Certified Salesforce Platform Developer I.
* Certified Salesforce Administrator ADM 201.
* Working as a Software Engineer (SalesForce.com) for Accenture Solutions Pvt ltd., Bangalore from

January-2016 to till date.

**Professional Summary**

* My major skills include Salesforce System Configuration, Visualforce, **Apex Programming** (classes and Triggers), **Data** **Migration**, Application development, Application Deployment, Email Handling, Workflow Rules and approval Process, Integration using custom development and external tools and Testing.
* Experience **in Object Oriented Analysis / Design / Development / Testing and Implementation.**
* Very good knowledge in all the phases of **Software Development Life Cycle.**
* Experience in **Configuration** and **Customization** of Salesforce CRM on Force.com platform using **Visual force, Apex & Lightning.**
* Experience on Salesforce CRM platform and worked on different environment of SFDC such as Sales and Service Clouds.
* Good experience on **Lightning Concepts**. Creating **Lightning Components**, **Controllers** and using Salesforce Lightning Design System (SLDS).
* Worked for **customizing custom fields, Objects, Page Layouts, Record Types, Workflows and Approval Process, Validation Rules, Report Types.**
* Worked on **Organization Wide Defaults and Sharing Rules**.
* Have experience in Product Setup, scheduling and planning
* Have experience in Create, edit, run & schedule Dataflows
* Have experience in Configure and import data into Datasets from different source systems
* Have experience on creating **Workflows** and **Approval Processes.**
* Have good experience in **Custom Labels** and **Custom Settings**.
* Handling data management inclusive of data loading, data translation, data migration using **Apex Data Loader.**
* Have experience on creating **Apex classes, Apex triggers**, **Visualforce pages** and **Lightning Components**.
* Worked on **Apex Data Loader, Salesforce Import and Export Wizard** and have knowledge of integrating Legacy system with Salesforce.
* Involved in writing Test Classes or Test Methods used for Deployment and writing SOQL and SOSL queries.
* Have experience in **Document Generation & Reporting** for Salesforceusing **Conga Composer.**
* Have experience in creating **Conga Templates** using **Merge Fields.**
* Have experience on generating **Reports** and **Dashboard** in Salesforce.
* Expertise at administrative tasks such as **User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email Notification and Templates, Reports and Dashboard.**
* Experience with full Salesforce Development Life Cycle (Analyzing business requirements and planning functional requirements, Design & Implementation of a solution, Testing, Change Management and Data Migration)
* Exp in implementing Apex design patterns and in large data volume migration using BULK API
* Architecture, Design, Development, Administration & Operational Support and Exposure to Agile
* Experience in Developing and maintaining change management process to keep users informed about system functionality and enhancements.
* Proficient in Salesforce configurations like Process builder, Flows, Single Sign On, Security Setup, OWD
* Extensive experience in **Standard** and **Custom controllers** in Visualforce for development of custom Visualforce pages and components as required by business.
* Involved in **Unit Testing** for customizations and developments.
* Involved in following migration techniques
  + - * Change Sets
      * Force.com IDE tool
      * Force.com Migration tool kit
* Experience in setup and configurationof **Security controls.**
* Having experience on **HTML**, **CSS,** and **JavaScript**.
* Worked with Salesforce **AppExchange** and **Workbench**.
* Very good knowledge in **Lightning Apps, Components** and **SLDS.**
* Experience in Managing Sales & Service Cloud application including support requests and escalated administrative needs
* Have good understanding and knowledge of the functionality of **Web Services** for

**SOAP API** and **REST API**.

* Adaptable to diverse work environments, technologies, and systems.
* Demonstrated ability to complete projects within the established deadlines.
* Preparing Test Scripts for various scenarios
* Worked on preparing **Technical Document, Configuration Workbook** and Weekly Status Report.

**Skill Set**

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| --- | --- |
| **Salesforce**  **Technologies** | Salesforce.com, **Apex Classes/Controllers,** Visualforce Pages /Components, Apex Triggers, **Lightning Components**, Salesforce Lightning Design System, SOQL, SOSL, Workflow & Approvals, Reports and Dash boards, AppExchange, Integration (SOAP & REST). |
| **Tools** | Data Loader, Import Wizard, Change Sets, Force.com IDE tool, Workbench. |
| **Web Technology** | HTML, Java Script, CSS, SLDS and jQuery. |
| **Operating Systems** | Windows Family. |

**Projects Summary**

**#1. Project Name: AXA XL CRM (XL Insurance)**

**Client : AXA XL (XL Catlin)**

**Role : Salesforce Developer**

**Tools and Technology Used:**

* Apex Data Loader, Force.com IDE (Eclipse), Conga Composer 7, Docusign
* Force.com, Apex, Visualforce pages, Triggers, S-Objects, Change Sets.

**Description of the Project:**

The project goal was to increase the revenue and automate the total process of different lines of Business. The main goal of the pilot as defined by the business sponsors is to support the following initiatives:

1.Assist with Regional Broker Growth / Central Management Business Development Managers

2.National Broker Production Growth Recovery - Environmental Unit - Marsh/AON/Willis

3.Develop Cross-Marketing Production Strategy for Environmental Commercial Business Unit – Target Industry Construction / Manufacturing

 This application supports single policy with multiple coverage parts, designed to fulfill the insurance needs of new customer. In this module we provide the users with all types of operations like endorsements, renewals, holds, automatic renewals, cancellations etc. In this Customer can send any query regarding policies. Customer can pay amount online by debit card and credit card.

**Responsibilities**:

* Developed sales and marketing apps on Salesforce.com platform using CRM process.
* Involved in **Salesforce.com** application setup activitiesandcustomized the appsto match the functional needs of the organization.
* Experience on Lightning (Aura &LWC)
* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed and developed **SFA** based application on **Force.com Platform** in Salesforce.com environment

With **Apex** programming language at backend and **Visualforce** pages as user interface.

* Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns, **Reports** and **Dashboards**
* Developed various **Custom Objects, Tabs, Validation Rules** on the objects and **Workflows, Components** and **Visualforce Pages.**
* Created **Page Layouts, Search Layouts** to organize **fields, custom links, related lists,** and other components on record detail and edit pages.
* Created workflow rules and defined **related tasks**, **time triggered tasks**, **email alerts and field updates** to implement business logic.
* Designed, developed, and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the Application.
* Involved in **Document Generation & Reporting** for Salesforceusing **Conga Composer.**
* Involved in creating **Conga Templates** using **Merge Fields.**
* Developed and configured various **Reports** and **Report Folders** fordifferent user profiles based on the need in the organization.
* Used the **Sandbox** for testing and migrated the code to the deployment instance after testing.

**#2. Project Name: Ops Plan**

**Client : Coca-Cola**

**Role : Salesforce Developer**

**Tools and Technology Used:**

* Apex Data Loader, Force.com IDE (Eclipse), Change Sets, Conga Composer 7
* Force.com, Apex, Visualforce pages, Triggers, S-Objects.

**Description of the Project:**

The Ops Plan is used by Coca-Cola to implement new innovations and programs created by Brand and Category Commercialization. The current process to generate an Ops Plan Document is manually intensive and involves all collaborations to be done via email, so there is no organized track history of what has been done to complete the document. This current commercialization of CCNA’s 100+ Operating Plans causes rework downstream, leading to productivity losses, missing customer sell-ins, and revenue opportunity costs. The solution for Phase 1 of this project is to provide a standalone application on SFDC that would be used by the configured functional groups to consolidate the inputs needed to generate an Ops Plan Document. Based on these inputs, the required outputs will be generated using Conga Composer.

**Responsibilities**:

* Designed, and deployed the Custom Objects, Custom Tabs, **Entity-Relationship Data Model**, Auto-Response Rules, Page Layouts, Components, and Visual force Pages to suit to the needs of the application.
* Customizing **Batch Apex** Classes and **Scheduling Jobs** as per the requirement.
* Have good experience in writing SOQL and SOSL queries.
* Worked on Apex Data Loader.
* Responsible for creating Users, Profiles, Roles and Sharing Settings.
* Have experience on generating **Reports and Dashboard** in Salesforce.
* Extensive experience in Standard and Custom Controllers in Visualforce for development of custom Visualforce pages and Components as required by business.
* Involved in **Document Generation & Reporting** for Salesforceusing **Conga Composer.**
* Have experience in creating **Conga Templates** using **Merge Fields.**
* Configuration part setup accordingly as per the functional needs such as Fields, Field Sets, Page Layouts, Record Types, Work Flow Rules, **Creating/Editing Assignment Rules**, Validation Rules, etc.
* Developing Apex Classes, Apex Triggers and Visualforce Pages for various functional needs in the application.
* Involved in **Unit Testing** for customizations and developments.
* Responsible for preparing Technical Document.
* Involved in deploying the changes into production using Change Sets.

**#3. Project Name : Celgene Global Pricing and Reimbursement System**

**Client : Celgene Corporation**

**Role : Salesforce Developer/Production Support**

**Tools and Technology Used:**

* Apex Data Loader, Force.com IDE (Eclipse), Change Sets
* Force.com, Apex, Visualforce pages, Triggers, S-Objects.

**Description of the Project:**

Celgene GPRS is a complete business solution to manage the entire Sales activities and Inventory of finished goods. Administrator defines and manages the Master entities; Sales people perform transactions required for the business. Customers logs in and track his sales order details such as Confirmed orders, Out of Stock, Shipment pending and delivered etc. and Invoice details such as billed and to be paid etc. Warehouse people logs in and tracks the Goods to be shipped, Shipping slip generation, Generate dispatch order and update inventory etc. Supplier logs in track the pending inventory orders Confirmed inventory orders and goods to be shipped etc.

**Responsibilities**:

* Understanding the requirements from business.
* Responsible for customizing custom fields, Page Layouts, Record Types, **Workflows and Approval Process**, Validation Rules, Report Types.
* Responsible for Loading data into salesforce.com using **Apex Data Loader**.
* Responsible for migrating data from one Sandbox environment to another Sandbox environment using Force.com IDE tool and Change Sets.
* Have experience on generating **Reports and Dashboard** in Salesforce.
* Responsible for writing Test Scripts for various scenarios.
* Worked on **Apex Triggers** and **Apex Classes** for custom logic.
* Responsible for building UI by using Visualforce pages.
* Documentation related to Design proposals.
* Implemented the customized functionality using Apex Class, **Visualforce** pages.

**Academic Credentials**

* BTech from JNTUA University (2008-2012), Anantapur.

**Personal Minutiae**

Gender : Male

Languages Known : English and Telugu

Nationality : Indian

Marital Status : Married

Date of Birth : 13th May 1991

Contact number : **+91-9100318211**

**Declaration**

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

Place: Bangalore E. Hari Krishna

Date: