Thummala Gopi

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Sattenapalli,Guntur
Andhra Pradesh,522436

Education Qualifications

Bachelor of Technology in Computer Science and Engineering
KL University
2019

Languages		
	English	Fluent
	Telugu	Fluent
	Hindi	Fluent

Professional experience

Profile

- **3+ years'** experience in **Development** and **Maintenance** of **Salesforce CRM**
- Possess knowledge of CRM processes like Sales, Service, Customer Service and Customer Support, Business processes and recommended solutions to improve their processes using salesforce.com
- Experience in **SFDC** development using **Apex classes** and **Triggers, SOQL, SOSL, Lightning Components (Aura)** and having knowledge on **LWC.**
- Proficiency in **SFDC** Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approval Process, Flows, Process Builder, Validation Rules, Tasks and Actions, Chat Settings.**
- Experience in data migration using Import wizard, Apex **Data Loader.**
- Deployment tools **Change sets, Visual Studio Code, Source tree.**
- Repo: **GIT, Bitbucket**
- Developed **SFDC Customized Reports**, **Dashboards** and **Processes** to continuously monitor data quality and integrity
- Knowledge of SOAP, REST API.

Key Skills:

Salesforce.com, Apex, Synchronous and Asynchronous Apex, SOQL, SOSL, Lightning (AURA), Profiles, Roles, Users, Page Layouts, Record Types, Email Services, Approval Process, Workflows Rules, Process Builder, Validation Rules, Tasks and Actions.

Key Courses and Certifications

Salesforce Administrator, Salesforce Platform Developer1, Salesforce App Builder, Salesforce JavaScript1.

SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED	SALESFORCE CERTIFIED
Administrator	Platform App Builder	Platform Developer I	JavaScript Developer I

Work History

Salesforce Consultant

BSW Soft PVT LTD

2020/03 – 2021/09

Salesforce Consultant

Entuple Technologies

2021/09 – 2021/11

Аssociate Consultant

Virtusa Consulating Services PVT LTD

2022/01

Career History

BT Salesforce Evaluation **BT)**

Technologies Used: Service Cloud, Salesforce CRM, Force.com, AURA Components, SOQL, Apex classes.
Roles: Software Developer
Project: BT Salesforce Evaluation
Responsibilities:
• Analysis of the requirement specifications provided by the clients and discuss with client to clearly understand the functional and technical requirements.
• Manage Salesforce.com CRM application (on both admin and dev fronts) end to end; maintain the functional areas of data management
• Responsible for Salesforce support process, involving requirement gathering, analysis, Process Development, testing, and implement mapping & proper deployment of the interfaces on Cloud according to Client specification.
• Gathered requirements by interacting with the source and target (Vendors &Stakeholders)
• Support training of new end users on salesforce.com application
• User management and production support.
• Document and analyze processes, procedures, and/or policies
• Maintain multiple user roles, security, profiles, and workflow rules
• Support training of new end users on salesforce.com application
• Demonstrate and maintain ability to work independently and prioritize in a fast-paced changing environment
• Managed ongoing support request and administrative needs of users

KTLO Support Project   (BT)

Technologies used: Sales cloud, Salesforce CRM, Force.com, Digital Experience, Field Service Lightning (FSL), Data Loader, Apex classes, GIT, VS Code.

Role: Software Developer

Project: KTLO Support Project

Responsibilities:

• Manage Salesforce.com CRM application (on both admin and dev fronts) end to end; maintain the functional areas of data management

• Develop and maintain App Exchanges, Force.com pages. Experience with setting up FSL data models (Work Orders, Service Appointments, Service Resources, Territories, etc).

• Maintain multiple user roles, security, profiles, and workflow rules

• Support training of new end users on salesforce.com application

• Recommend changes in development, maintenance, and system standards

• Document and analyze processes, procedures, and/or policies

• Experience with technologies that work with Salesforce.com including: JavaScript, Force.com platform

• Experience in setting up single sign on between systems

• Good knowledge on email alerts and templates, and campaigns

• Maintain multiple user roles, security, profiles, and workflow rules

• Support training of new end users on salesforce.com application

• Demonstrate and maintain ability to work independently and prioritize in a fast-paced changing environment

Cummins E-Commerce (Cummins)

Technologies used: Health Cloud, Salesforce CRM, Force.com, Lightning (LWC), Data Loader, Configuration, and customization, GIT, VS Code.

Role: Software Developer

Project: Cummins E- Commerce

Responsibilities:

Worked on business requirement documents and provide robust solution.

Contribute to the scrum call and align with agile methodology.

Working on CRM Concepts working both standard objects and custom objects and fields relationship and tabs.

Changing view and adding filters and working with record types.

Defining Validation Rules, Configuring Workflows based on requirements.

Using process builder updating records.

Working on reports and dashboards.

Developing the apex logic as per the requirement and working with trigger framework.

Creating custom controllers.

Working Custom Components in both aura and LWC ·