



Credential ID: 2851711

# DURGAPRASAD A

Email: dprasad456@gmail.com  
Contact # +91 63027 34971

## Professional Summary:

- **Salesforce Platform Developer 1 certified** and around 7 years of IT experience in various stages of Software Development which includes around **4 years** of experience **as Salesforce CRM Developer** which involves **Administrator, Development, Integration and lightning Web component development**, 3 Years of experience in Java Production Support.
- Worked on various **Lightning Web Component** related project responsibilities.
- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- **Administration, Configuration, Implementation, and support** experience on Salesforce.com platform.
- Experience in customizing the Standard objects, creating the Custom objects, **Relationships, Workflow rules, triggers, Data Validations, force.com Approval Processes, Visualforce pages, Apex classes and business logic** according to the business requirements.
- Well versed with all phases of SDLC like **requirements gathering, analysis, design, development, testing and deployment, and documenting.**
- Hands on experience with Salesforce.com configuration and custom development experience in **Sales cloud, Service cloud.**
- Implemented Data Integration using **REST API** and Outbound Messaging to establish communication between SFDC and other homegrown systems.
- Wrote Apex test classes with more that 95% of code coverage before deploying into production.
- Strong working knowledge in querying Salesforce.com database using **SOQL & SOSL** queries using Force.com Explorer.
- Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.
- Well versed with the process of detailed analysis of business and technical requirements and craving to the solution by customizing various objects of Salesforce.
- **Good understanding of Software Development Life Cycle (SDLC), Agile Methodology with expertise in Requirement gathering, Analysis, Designing, Development and Testing.**
- Excellent team player, self-motivated, quick learner with good communication, interpersonal skills and trouble-shooting capabilities.

## IT Experience:

- Tech Mahindra, Chennai                      Salesforce Developer                      Aug 2019 – till date
- Tech Mahindra, Chennai                      Production Support Analyst (Java)                      Aug 2016 – Jul 2019  
(Payroll of **NEWFOUND INFOTECH PRIVATE LIMITED**)

## Education:

- Bachelor's of Technology in Computer Science from Andhra University, India.

## Certifications:

- Salesforce Certified Platform Developer 1

## Technical Skills:

Salesforce.com Technologies	Apex Triggers, Apex Classes, SOQL, SOSL, Visual Force pages, Apex Web Services with REST API, Components & Controllers, Apex Scheduler, Batch Apex, Force.com, Workflow & Approvals, Dashboards, Reports, Custom Objects
Programming Languages	Java, Apex
ETL/Integration Tools	Apex Data Loader, Force.com Workbench.

## Professional Experience:

Client: **BJC HealthCare St. Louis, MO**

**Apr 2022–till date**

Role: **Salesforce.com Developer**

### **Responsibilities:**

- Interacted with various business user groups for gathering the requirements for salesforce.com **CRM** implementation
- Performed **salesforce.com configuration** and designing of **Sales Cloud and Force.com solutions** with an emphasis on **Service Cloud** solutions.
- Developed pilot functionalities of related lists into **lightning components** for classic Salesforce.
- Created the **Marketing platform** with customized **APEX based business logic** to capture leads via customized **Web-to-Lead approaches**.
- Queried Salesforce Database with **SOQL & SOSL** queries available in Force.Com platform.
- Involved in **Integration** of their legacy system with Salesforce CRM package through **Web Services** based on **BULK API**.
- Used **Data Loader** for **insert, update, and bulk import or export** of data from **(SFDC) Salesforce.com** objects.
- Performed the detailed analysis of functional and technical requirements; **designed and deployed the custom objects; identified the lookup and master-detail relationships**; and created the junction objects.
- Implemented **pick lists, dependent pick lists, validation and formula fields** to the custom objects.
- Implemented the **workflows and approvals** for various functional requirements.
- Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization.

**Environment:**Salesforce.com platform, Apex Language, Apex Triggers, Lightning Web Components, SOQL, SOSL, Data Loader, Workflow & Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Salesforce Sandbox, HTML, Workflows & Approval process, Java Script.

Client: **Zkipster Online Event Management Company**

**Oct 2020– Mar 2022**

Role: **Salesforce.com Developer**

### **Responsibilities:**

- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services.
- Worked with **Apex Coding, Apex Batches, Apex Web Services, Apex Classes and Apex Triggers**.

- Created **workflow** rules and email alerts, filed updates to implement business logic.
- Created test scenarios on **Sandbox environment**, created packages and moved it between Sandboxes and Production environments to place final implementations.
- Used Salesforce **Lightning** combines the new **Lightning Design System, Lightning App Builder, and Lightning Components** to enable anyone to create modern enterprise apps quickly and easily.
- Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud**.
- Deployed the Apex Code **Ant scripts** and **Inbound, Outbound** change sets.
- Created users, **roles**, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Experience using **Salesforce Lightning UI**. Created reports and dashboards in Salesforce **lightning** experience.
- Created automations of emails to Opportunity owners based on business requirements.
- Execute Test cases and maintain the execution summary

**Environment:** Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Salesforce Sandbox, HTML, Java Script.

Client: **US Based Insurance Company**

**Aug 2019–Sept 2020**

Role: **Salesforce Administrator / Developer**

#### **Responsibilities:**

- Worked with **functional leads** to transform and develop new requirements into **design, implementation**.
- Designed, developed, and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers** to suit to the needs of the application.
- Working Knowledge on **Sales Cloud, Service Cloud, Custom Cloud** and Apex Programming on Force.com Platform.
- Extensive experience in **lead case management (Web-to-Lead, Email-to-Case)**.
- Experience working with **Salesforce.com sandbox and production environments**.
- Unit and integration testing for new requirements and get the UAT from the business owner.
- Created **Profiles** and **Roles** based on **Organizational role hierarchy**, implemented **Record-Level** and **Field-level security**, and configured their sharing settings.
- Designed **junction objects** and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Record Types, Validation Rules, Sharing Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email** generation leading to effective **Web-to-Lead** communication with customers and partner portals.
- Used **SOQL & SOSL** with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Involved in Salesforce Application Setup activities and **customized the apps** to match the functional needs of the organization.
- Integrated the **Rest based Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
- Provided **support** for ongoing Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including **periodic data cleansing, workflows, and approvals**.

**Environment:** Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, Workflow & Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Salesforce Sandbox, HTML, Java Script.