

## | Professional Summary |

- Having **2+** Years of Experience in IT Industry as a **Salesforce Development, Administration and Support.**
- Having experience in **Salesforce CRM (Sales Cloud, Service Cloud) and Salesforce Communities.**
- Experience in raising Cases with Salesforce and monitor the cases.
- Involved in creating **Objects, Page layouts, Record Types, Formula Fields, Rollup Summary fields, Relationships, Validation Rules, Workflows and Approvals.**
- Proficiency in writing **Apex Triggers, Apex Classes and Test Classes** and designed **Visualforce Pages.**
- Worked on **Report Types**, Responsible for creating **Public Groups and Queues.**
- Managing **Batch Apex classes & Scheduler classes.**
- Developing **SOQL** and **SOSL** Queries by using Dynamic Apex.
- Having experience on deployment using **Change set** and **ANT.**
- Experience working with **Visual Studio Code, Data Loader, Workbench** and salesforce.com Sandbox environments.
- Having experience on **Live chat** configuration.
- Worked on **Data Management**, Responsible for **Creating Reports and Dashboards.**
- Involved in creating **Users, Roles, Profiles, Permission sets and Security Settings** as per our Organization requirement.
- Having Knowledge on Designing pages Using **Lightning Components.**
- Capable of learning New Technologies very fast and accordingly proved.
- I Have Experienced in **ServiceNow, Jira** and **VersionOne** Controls.

## | Education and Certifications |

- Graduation from Yogi Vemana University, 2015-19.
- Salesforce Certified Platform Developer I (WI21).

## | Career Experience |

- Currently working as Software Engineer in **ASPION TECHNOLOGIES PVT LTD**, Bengaluru from April 2019 to till date.

## | Technical Skills |

- **Salesforce Technologies:** Salesforce CRM, Apex Triggers, Batch Apex, Schedule Apex, SOQL, Apex Classes/Controllers, Visualforce pages, Process Builder.
- **Salesforce Tools:** Gitkraken, Bitbucket, APEX Data Loader Tool, Visual Studio Code and Workbench.
- **Office Tools:** Excel, Power Point, and Word.
- **Other Languages:** JavaScript, HTML, CSS.

## | Projects Summary |

### Project :

Insurance	
Project:	Health Care <a href="https://www.centene.com">https://www.centene.com</a>
Client:	Centene
Role:	Salesforce Developer
Duration:	July 2019 to Till Date

**Description:**

This Application will provide customer to apply for Insurance Policies. 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 :**

- Understand the functionalities of Sales Cloud and worked on Communities and Service Cloud.
- Worked on Communities configuration and Solved Cases created by community users.
- Working on solving Cases, Salesforce Cases and Service now Tickets to providing better service for end users.
- Wrote Apex scripts for automating the business process. Managing Scheduler classes.
- Experience on Refreshing Sandboxes and creating new Sandbox
- Worked on creating Users, profiles and Permission sets.
- Worked on Reports and Dashboards.
- Deploy code from one Environment to another Environment.
- Mass uploading, updating and deleting data using Apex Data Loader.
- Worked on Visualforce pages & Lighting Components.
- Accordingly configured the Custom settings, Static resources and Custom Meta data types.
- Configuration responsibilities include Workflow, Validation, Security Controls and Sharing model.
- Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Custom Objects, Custom Tabs, custom fields, role based Page Layouts, Custom Reports, and Report Folders, Report extractions to various formats as per the client and application requirement.
- Involved in deployment using ANT, Bit Bucket.

**Note:** References and Personal details will be provided as per the requirement.

(T.Raviteja)