

**Balaji Unnam**

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### **Professional Summary**

- **Having 3 Years of experience in Salesforce.com configuration and customization.**
- Experience in design, development, testing and documentation of Salesforce.com application.
- Sincere, enthusiastic, hardworking with good communication, interpersonal skills and appetite to learn new skills.
- Implemented **security** and sharing rules at object, field, and record level for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
- Experience in SFDC Configurations/Customizations of User Interface, **Page Layouts, Tabs**, Custom fields, Custom objects, **Validation Rules, Triggers, Ajax tool kit.**
- Extensive experience over creating **workflows, Approval processes, Process Builder.**
- Written **Batch jobs** and Responsible for implemented **Scheduled jobs** to implement functionalities on weekly basis and monthly basis.
- Used **SOQL** with consideration to governor limits for data manipulation
- **Experience in Data Migration using Import Wizard and tools like Apex Data Loader.**
- Knowledge on **Lightning Experience.**
- **Experience on deployment by using Changset, AutoRabit tool and Copado**

### **Educational Qualification**

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- Completed B.Tech (Civil) from QISIT in the year 2018.

### **Professional Experience**

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- Currently working with **CAPGEMINI TECHNOLOGY SERVICES INDIA LIMITED** as senior software engineer, Hyderabad..

### **Technical Skills**

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<b>Salesforce Technologies</b>	:	Salesforce CRM, Salesforce, Salesforce CPQ, Apex Language, Apex Triggers, SOQL, SOSL, Visualforce, Workflow & Approvals, Reports & Dashboards
<b>Salesforce Tools</b>	:	Apex Data Loader, AutoRabit
<b>Languages/Technologies</b>	:	APEX, Lightning Experience.
<b>Operating Systems</b>	:	Windows Family.

## **Work Experience:**

### **Project #1**

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<b>Project Name</b>	:	CPQ Pilot
<b>Environment</b>	:	Sales Force.com
<b>Role</b>	:	Salesforce Developer/Administrator

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### **Description:**

Cisco CPQ-Pilot Project, branded as Next Generation Sales Force CPQ (Next Gen. SF), was mandated to implement the CPQ platform across several of Cisco international markets. The Project will allow Cisco customers to self – manage their service contracts and registered purchased.

The overall objective of the program will be to provide enhanced visibility into service cases and work orders and harmonize processes and data. Cisco will be able to: improve service processes and efficiency; improve customer satisfaction; improve employee engagement and allow Cisco to be more efficient and effective delivering the best customer experience in industry.

### **Responsibilities:**

- ❖ Part of the team that analyzed the business requirements and Involving in the development of all assigned modules.
  - ❖ Working on various Salesforce.com customizations - Standard objects and Email Templates, Canvas Apps, Integration Test classes.
  - ❖ Defining lookup and master-detail relationships on the objects and Using Field level security along with Page layouts to manage access to certain fields
  - ❖ Working with SFDC objects like Opportunity, Quote, Order, Products, , Leads, Reports, and Dashboards.
  - ❖ Worked on Price rules, product rules, Contracts and Amendments.
  - ❖ Developing Apex Classes& Triggers, Visualforce for various functional needs in the application.
  - ❖ Creating user Roles and Profiles and given them Security controls and sharing rules.
  - ❖ Creating Validation rule, Workflows, Email alerts and Schedule apex.
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## Project #2

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**Project Name** : Boeing Company  
**Environment** : Sales Force.com  
**Role** : Salesforce Developer

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### Description:

The Boeing Company is an American multinational corporation that designs, manufactures, and sells airplanes, rotorcraft, rockets, satellites, telecommunications equipment, and missiles worldwide. The company also provides leasing and product support services.

Boeing is the world's largest aerospace company and leading manufacturer of commercial jetliners, defense, space and security systems, and service provider of aftermarket support Profile

### Responsibilities:

- ❖ Developed various Custom Objects, Tabs, validation rules on the objects and tabs.
- ❖ Also created various profiles and configured the permissions based on the organizational hierarchy
- ❖ Involved in OWD settings and Sharing Rules
- ❖ Created various Relationships like Lookup and Master-Detail Relationships.
- ❖ Skilled in Apex Test methods to maintain code coverage.
- ❖ Involved in writing the custom validation rules, formulas etc. as per requirements.
- ❖ Implemented Security & Sharing rules at object, field, and record level for different users at different levels of organization.
- ❖ Created Permission sets and custom permissions.
- ❖ Written Batch jobs and implemented Scheduled jobs as per requirements.
- ❖ Created Automations by using Process Builder, Approval Processes
- ❖ Worked on Workflow Rules and time triggered Tasks, Email alerts, Field update.
- ❖ Written SOQL Queries as per the requirement.
- ❖ Used Data Loader to processing bulk records.

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### INTERPERSONAL SKILLS

- ❖ Ability to rapidly build relationship and set up trust
- ❖ Confident and Determined
- ❖ Ability to cope up with different situations.

### PERSONAL DETAILS

- ❖ **Name** : Balaji Unnam

❖ **Date of Birth** : 03/03/1997

❖ **Father's Name** : Akkaiah Unnam

❖ **Languages Known** : English, Hindi, Telugu.

❖ **Nationality** : Indian

**DATE:**

**PLACE:** Hyderabad.

**Balaji Unnam**

Signature