



BHASKAR SAI

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Summary

- Overall 4.8+ years of IT experience 4years Relevant experience Salesforce CRM developer Has good knowledge of the Admin and Development Functional aspects of Salesforce.com
- Hands - on experience in developing Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers).
- Proficient in Salesforce Administrative tasks like creating and managing Users, Roles, Profiles, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards.
- Experience in Data loading/Migration using Data Import Wizard, Workbench and Apex Data Loader
- Experience in customizing standard objects such as Accounts, Contacts, opportunities, Products.
- Experience in creating custom applications, custom objects, tabs, custom fields, also advanced custom fields (Master-Detail, Lookup, Formula, Pick List) and visual force pages, leveraging the Force.com platform and Apex coding, where needed.
- Experienced working with various App exchange products.
- Experience in developing custom visualforce.com pages for communities.
- Design and Develop customer solutions in Vlocity, Visualforce, Apex.
- Experience in Web to Case, Email to Case, Omni Channels, Pre-Chat forms.
- Working Experience in partner portal and customer portal.
- Experience in implementing Custom metadata and Custom Labels and Querying it in Lightning Components and Apex Classes
- Experienced in Deployment using Copado Pipeline management tool, Change Sets.
- Worked on MVC base web application development in Salesforce.com.
- Experienced in Creation of Roles, Role hierarchy, sharing rules to restrict record access and profiles to restrict functional user level permissions
- Experience in developing customized Lightning Aura Components using Lightning UI development.
- Having knowledge in creating Lightning pages by using Lightning Components Bundel.
- Implemented sandbox testing and migrated code to deployment instance.
- Experience in web technologies like HTML, XML, CSS, JavaScript, SOAP, REST API.
- Knowledge on the Omni Studio, DataRapators, Integration Procedure (IP), Omni Scripts, Flex cards and workbench Tools

Technical Skills and Responsibilities

Salesforce Technologies	Apex Language, Apex Classes, Apex Triggers, Test Classes, Custom controllers and Extensions, SOQL, SOSL, Visual Force Pages, Vlocity, Lightning pages, Web services, Salesforce.com Configuration and Customizations, Workflow & Approvals, Dashboards, Case Management, Campaign Management, Products, Reports, Dashboards
Salesforce Tools	Force.com IDE Plug-in, Force.com Explorer, Force.com Platform

Programming Languages	,Apex, SQL, SOQL, SOSL
Web Technologies	HTML, XML, CSS, JSP, JavaScript, SOAP, REST, WSDL.
Operating Systems	Windows11/10/ 7/2003/XP
Certifications	PD1 certified platform developer, Salesforce Administrator-201, Salesforce Associate

Educational Details

- B. tech from JNTU University Kakinada in 2019.

Professional Experience

- Working with Deloitte from August 2023 to Till Now.
- Worked with Automotive Robotic Indian pvt ltd from Jan 2022 to July 2023.
- Worked with TCS from October 2019 to December 2021.

Project #4

Client : Deloitte

Project: Insurance project **Tenure:05Months**

Role : Salesforce Developer

Technologies: Community Cloud

Roles and Responsibility

- Gathering, and understanding then requirements from the Business Team.
- Designing technical approach and documentation for the new requirements.
- Configuring the scratch orgs through SFDX for development work.
- Developing business logic and enhancing it according to the Design document.
- Testing the components developed and writing the unit test cases for the same
- Packaging and Deploying from scratch org too their environments using through, VS Code
- Working along with QA team in resolving the bugs/ defects found while testing.
- Worked on visual force pages and apex classes, Created test classes for apex classes
- Generated custom reports and dashboards
- Managed the complete migration from Salesforce Classic to Lightning Experience for an organization with 5000+ users.
- Expertly customized Lightning to support complex product configurations, dynamic
- Lead team of 4 developers, facilitating weekly training sessions and code reviews to ensure best practices.
- Partnered with stake holders to translate business requirements in to robust Salesforce solutions.
- Implemented and maintained solutions, ensuring accurate pricing and smooth
- Actively collaborated with QA Teams ensuring timely resolution of bugs and optimized solution delivery.
- Involved in Sprint Planning, Requirement discussions, Solution Design and Daily Status Calls
- Customized Page layouts for Standard/ Custom objects and assigned Record Types.
- Involved in Controlling the Data Access using OWD, Role Hierarchy, and Sharing rules.
- Created many validation rules, Approval processes and workflow rules.
- Configure and customize Salesforce to meet specific client needs, including product
- Bundling, pricing rules, and approval processes.
- Develop custom Apex triggers and classes to enhance functionality and ensure seamless integration with other Salesforce modules.

Project #3

Client : Caterpillar

Project: IPSD-Perkins **Tenure:**08Months

Role : **Salesforce Developer**

Tools/Technologies: Community Cloud/Omni Studio

Project Description

Perkins Engines Company Limited, a subsidiary of Caterpillar Inc. since 1998, is primarily a diesel engine manufacturer for several markets including agricultural, construction, material handling, power generation, and industrial. It was established in Peterborough, England in 1932. Over the years, Perkins has expanded its engine and petrol engines automotives catalogue, producing thousands of different engine specifications including diesel Worked closely with Business and project team to analyze business needs.

Roles and Responsibility

- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Involved in Controlling the Data Access using OWD, Role Hierarchy, and Sharing rules
- Created many validation rules, Approval processes and workflow rules.
- Used Data Loader for bulk import and export data.
- Created record types and assigned page layouts based on the profile to the record type.
- Building different reusable components and libraries to support common functionality and features.
- Worked on deploying salesforce components across various sandbox to production instances
- Used Salesforce Lightning Components for building Customized Components by using JavaScript on the client side and Apex on the server side.
- Worked on Email - To-Case, Auto Assignment Rules, Reports & Dashboards, Knowledge on Chatter.
- Having knowledge on Live Chat Transcript Object, Routing Configuration, Queues and Public Groups, Agent Status Presence.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
- Hands on Experience on Salesforce support tools like Workbench, Data Loader
- Created Process builders and email templates to implement the declarative business logic.

Project #2

Client : Caterpillar

Project title: Fg-Willison **Tenure:**1.6Months

Role : Salesforce Developer

Tools/Technologies: Sales Cloud/Service Cloud

Project Description

FG Wilson is a company that manufactures diesel and gas generators for industrial use. The company was founded in Belfast in 1966 and has since grown to become the largest generator set manufacturer in Europe.

Roles and Responsibility

- Designed & Developed Apex Classes, Controller Classes, extensions for various functional needs in the application.
- Designed & Developed Lightning components.
- Created Quotes/Proposals based on the business requirements.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Responsible for Configuration as per business requirements.
- Worked closely with business analysts, and team members.
- Involved in creating the objects, tabs, fields, and formulas, permission sets, public Groups, queues etc.
- Involved in deployment from Sandbox to Production through Change sets.

- Performed system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, picklists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items
- Worked with workflow, notifications, approval processes, and Lightning Process Builder
- Maintains multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com access features
- Perform data integrity (rules and merging records) functions establishing proper ownership and record type maintenance in accordance with sales territories
- Create and maintain documentation on processes, policies, application configuration and help related materials for users
- Work with Data Integrity and Duplicate Management to lead, contact and account data

Project #1

Client: TCS

Project title: BMS, ACADIA, Flexion. **TENURE:**2Years

Role: Salesforce Developer

Tools/Technologies: Community Cloud/Support

Project Description

The goal of this project is to support a set of Allergan files from different data source providers, to Monitor and escalate to L2 team along with basic troubleshoot details and production support and development from scratch

Roles and Responsibility

- Performed the role of Salesforce Developer in the Organization.
- Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages and metadata API.
- Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- created datasets, dashboards and apps for Opportunity, Accounts and Cases.
- Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
- Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
- Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
- Maintenance of CRM functionality implementing SFDC.
- Creating SFDC reports (functional and technical documents).
- Create profiles, roles and configure permissions according to organizational hierarchy requirement.
- Created Workflows for automated lead routing and lead escalation.
- Developed Apex classes and Triggers and linked them to manage the workflows.
- Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases.

DECLARATION

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

(Bhaskar sai)