

## Vishnuvardhan

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### PROFESSIONAL SUMMARY

- Having Around 4.5 years of IT experience and experience in Salesforce.com.
- Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
- Good at answering technical questions, solving technical problems, and suggesting appropriate workarounds related to supported applications.
- Resolve customer service issues and manage complex customer service problems.
- Good experience in creating users and assigning profiles based on requirements.
- Experience review support cases for technical and troubleshooting accuracy.
- Experience in Salesforce Validations, Workflows, Approval process.
- Understand Salesforce.com declarative functionality (OOD, workflow, lightning flow, validation rules, page layouts, actions and URL buttons).
- Experience in Configuration and Customization of Salesforce CRM on Force.com platform using Visualforce, Apex & Lightning.
- Experience in creating custom objects, custom tabs, custom fields, Record Types, Page layouts and Validation rules, Roles, Profiles according to application requirements.
- Have experience in creating Workflows and Approval Processes.
- Experience in designing Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
- Configured and maintained user security permissions in compliance with organizational needs.
- Good knowledge of Development, Administration, Configuration, Customization, Implementation, Migration, Integration of Salesforce.com applications.
- Proficient in using tools like Salesforce Eclipse IDE, Data loader, Workbench, Salesforce Developer console.
- Good Communication, Presentation Skills, Interpersonal skills, Confident, Optimistic, Smart worker, Adaptable, Comprehensive Analytical Skills.

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### EXPERIENCE

- Working as a freelancing trainer at Ariviga Technologies Pvt Ltd, from July 2021 to April 2023.
- Worked as an associate software engineer at Wissen Technology from July-2020 to June-2021.
- Worked as an Analyst at IIRIS Consulting Pvt. Ltd from Sep-2019 to June-2020
- Worked as a Backend engineer at SNS Corporate services Ltd from Aug-2017 to Oct-2019

## EDUCATION

May 2017

Completed BTECH in Computer Science from JNTUA.

### Certifications

- *Salesforce Certified Platform App Builder*
- *Salesforce Certified Administrator*
- *Salesforce Certified CPQ Specialist*

## PROJECTS SUMMARY

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### PROJECT #1

**Client :** C3 Health Cloud

**Role :** Developer

#### **Description: -**

C3's focus is on the main risk factors – tobacco use, physical inactivity, and poor diet (including the harmful use of alcohol– which between them cause the majority of many of the major NCDs –cardiovascular disease (heart disease and stroke), type 2 diabetes, chronic lungs.

#### **Roles & Responsibilities:**

- Engage in understanding requirements of the application / module, their analysis, designing and development.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Designed and developed Apex Classes, Lightning components, Controller Classes and Apex Triggers according to the requirement.
- Writing integration and test classes.
- Defect Resolving thought the development cycle.
- Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
- Participated in Scrum Planning, Daily Scrum, and Scrum retrospective

### PROJECT #2

**Client :** OCL (On Course Learning).

**Role :** Administrator/Developer

**Description: -**

Oncourse Learning has delivered pre-licensing, continuing education and compliance training to top companies and millions of professionals nationwide. Our premier brands — Bankers Edge, Preschool's, Training, Parado, CareerWeb school and AHIT (American Home Inspectors Training) — have been consolidated as Oncourse Learning, forming a multidisciplinary education company to enhance regulated professions, guide career paths and start new careers

**Roles and Responsibilities:**

- Analyzed the business requirements and Involving in the development of all assigned modules.
  - Working on various Salesforce.com customizations - Standard objects and creation of customized business objects, Fields, Tabs, Page Layouts, Screens and Views.
  - Working with SFDC objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
  - Developing Apex Classes& Triggers, Visualforce for various functional needs in the application.
  - Implementing Case Management Automation to track and solve Customers Issues.
  - Configuring Customer portal in SFDC.
  - Responsible for all Salesforce.com CRM related issues, Customizations.
  - Deployment assistance
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**TECHNICAL SKILLS**

- Salesforce Technologies: Salesforce CRM, Apex Classes/Controllers, Apex Triggers, SOQL, Visual force Pages/Components, Workflows& Approvals, Dashboards, Custom Objects, Email Templates, Standard & Custom reports.
  - Salesforce Tools : Force.com Data Loader, Force.com Platform (Sandbox & Production)
  - Languages : Apex, Visualforce
  - Operating system : Windows
  - Documentation Tools : MS Office
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**DECLARATION**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

**Vishnuvardhan D**

