Prashanth Bhat

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Summary

Certified Salesforce Developer with 4.5 years of experience in the Salesforce.com.
Extensive experience in configuration and customization in Salesforce Lightning.

Highlights

- Hands-on experience in development and support of **Sales** and **Service cloud**.
- Strong understanding of **Workflows, Process Builders, Flows, Triggers, SOQL and Apex**.
- Good understanding of **Page Layouts, Record Types, Profiles, Roles, and Sharing Rules** etc.
- Hands-on experience in custom development using **Aura and Lightning Web Components**.
- Good Knowledge in configuring **Communities and Force.com** sites.
- Hands-on experience in developing a POC in **Marketing cloud**.
- Working experience in **Rest and SOAP Webservices**. Good understanding of ETL tools.

WORK EXPERIENCE

Organization	Role	Year
Kaplan India	Salesforce Developer - I	November 2021 - Present
Sony India Software Centre	Senior Software Engineer	August 2018 – October 2021

CERTIFICATION

Certificate	Credential Id	Year
Platform Developer - I	20382554	2019

EDUCATION

Degree	College and University	Year
BE Electronics & Communication	UVCE, Bengaluru University	2014-18

Professional Experience Details

Student Relationship Management (SRM) (Kaplan India)

Description:

This project involved the support and enhancement of existing student management system of a College University – Purdue Global. The system is used by academic advisors who manage the aspiring students and their enrollment to courses.

Responsibilities:

- Worked on SFDC-SFDC integration via Rest API.
- Mentoring juniors and new joiners on the existing system and performed code reviews.
- Handled SFDC-SFDC authentication via connected App, Request and Response handling for rest webservice.
- Developed webservices for SFDC and exposed them as Rest endpoints for multiple systems to consume the API's.
- Developed LWC components as per the business requests.
- Development of platform events as per business requirements.
- BAU tasks.

Consumer Service Flow (SONY)

Description:

This project is mainly used by Service Agents and Back Office Users to handle Services related the Products

Responsibilities:

- Development using Flows, Process Builder, Triggers and Apex Class.
- Development of various Lightning components using Aura/LWC frameworks.
- Worked on Salesforce Social Studio Integration to Service Cloud for Case Management
- Hands on experience in access management using profiles, permission set, record types, page layouts and sharing rules and OWD.
- Worked on IBM's Cast Iron (Middleware) for various Rest integrations.
- Configuration of QA and Staging environment.
- Worked on integration to third party survey app, Qualtrics to send surveys and receive responses.
- Exposure to force.com sites and Communities
- Experience in sandbox pre-refresh and post-refresh activities.

Marketo Integration (SONY)

Description:

This project is mainly used for Lead generation for Sales from third party application Marketo.

Responsibilities:

- Marketo Integration to Sales Cloud for Lead generation.
- User access setup for Third-party application to access and modify salesforce data.
- Development of triggers, apex classes to handle the real time data flow between systems.

Salesforce Marketing Cloud POC (SONY)

- Hands on experience in Salesforce Marketing Cloud and its integration to Sales Cloud.
- Hands on experience in various tools in Marketing Cloud like Journey Builder, Email Studio, Contact and Content Management and Social Studio.

Partner Viewer Tool (SONY)

Description:

This project involved the development of Lightning Component to display list of account in force.com public site based on user filter selection.

Responsibilities:

- Requirement gathering from the stakeholders and designing the technical flow.
- Configuration and Setup/Administration of force.com site.
- Development of lightning components to capture the user filter selection.
- Development of backend dynamic query logic to get list of account.

B2B Communities for Sony Sales and Service Business (SONY)

Description:

This project involved the development of Partner Portal Community for Sony Sales &Service Business group.

Responsibilities:

- Requirement gathering from the stakeholders and supporting Solution Architect to convert the business requests to technical design.
- Configuration and Setup/Administration of community.
- Development of various lightning components using LWC frameworks.
- Designing of page layouts, setup of users and profiles for community.
- Deployment of communities and components.

Lightning Migration (SONY)

Description:

The project involved the tasks related to migration of components from Classic to Lightning.

Responsibilities:

- Conversion of Visualforce pages to Lightning Web Components.
- Conversion of custom JS buttons, Links to Lightning Web Components.