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| **Experience Summary** |  Salesforce Developer having 3 years of Salesforce experience. Good understanding and hands-on experience on Salesforce Architecture, Apex, Force.com Platform, Sales Cloud, Service Cloud, Lightning Component. |
| **Technical Competency** | * Proficient in Salesforce developer toolkit including Apex Classes, Controllers and Triggers, Visualforce.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, Validation rules, Process Builder, Lightning Flows, Approval Processes and Auto-Response Rules for automating business logic.
* Successfully implemented Sales & Service Cloud
* Use of Standard and Custom Controllers of Visualforce in development of custom Salesforce pages as per business requirements.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Successfully implemented Service Cloud - Case management, Email-to-case, Service Console, Entitlement & milestones, Knowledge Management.
* Hands-on with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Developed and designed Salesforce Customer community.
* Designed and implemented dashboards and tailored reports.
* Worked with data migration tools like Salesforce Apex Data Loader.
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| **Work Experience*** Working as **Software Engineer** with **TalentNid Solutions Private Limited,**

from **August 2017 – September 2020**  |
| **Project Experience** |
| **Project #4****Project Name:** Sales Cloud Implementation**Client** : Europe multinational pharmaceutical Company**Technology:** Salesforce, Visualforce, Apex**Description:**Implementation of Salesforce Sales Cloud with the objective of Managing and Analysing Customer Interactions and Data throughout the customer lifecycle, Streamline Configuration and Sales Process.**Role, Accountabilities and Attainments:*** Worked with standard Salesforce objects like Account, Opportunity, Lead, Product, Quote, Contact.
* Creating different Custom Validation Rules setup and Workflow Rule, Approval Processes that suit the needs of application.
* Implemented Global Picklists, dependent picklists, lookups, master detail relationships, and record Types to enforce data quality.
* Responsible for writing custom Apex classes, Visualforce pages and Apex Triggers to track the flow of the business.
* Involved in developing, implementing & testing on the Sandbox environment using change sets.

**Project #3****Project Name**: **Sales Cloud Implementation****Client** : Chemical Distribution Company from India**Team Size**: 1**Technology**: Salesforce (Professional edition)**Description**:Aquapharm has two types of record type: domestic and export. It has a system where they can trace their sales records using standard salesforce objects along with some modification as per their requirement.**Role and Responsibilities**:* Worked on various standard objects like Account, Contact, Opportunity, Lead, Products, Pricebook, Orders and Case.
* Worked on enabling multicurrency configurations.
* Worked on Forecasting related to opportunities.
* Created Email-to-Case configurations.
* Integrating Outlook with Salesforce.
* Creating fields using different datatypes according to record type.
* Created Reports and Dashboards to analyse the data.

**Project #2****Project Name: Service Cloud implementation****Team Size:** 2**Technology:** Salesforce Service Cloud, Entitlements,, Process Builder, Flows, Apex Classes.**Description:**Implementation of Service Cloud to facilitate the Service team to manage their Cases seamlessly using their desktop & mobiles.**Role, Accountabilities and Attainments:*** Created custom objects and custom fields and lookup relationships as per business requirement.
* Created record types and page layouts to differentiate the business flow as per the requirement.
* Configured validation rules and formula fields.
* Written Workflow Rules, Process Builder, Flows.
* Written apex classes for various functionalities.
* Responsible for writing custom Apex classes, Visualforce pages.
* Created test classes for uploading the working functionality on Production Org.
* Created Dashboards and Reports.
* Created Email Alerts, Email Templates, Milestone Actions.

**Project #1****Project Name:** **Sales Cloud Implementation****Team Size:** 2**Technology:** Apex Class, Batch class, Queueable class, Batch class, Triggers, Process Builders, VF pages, Email Templates, Configurations for Enterprise Edition ORG, SOQL.**Description:*** KeyBank, the primary subsidiary of KeyCorp, is a regional bank headquartered in Cleveland, Ohio,

and is the only major bank based in Cleveland. * This project is based on Sales cloud implementation of Salesforce.
* There were lot of validation rules also needed to write for supporting the loan creation functionality.

**Role, Accountabilities and Attainments:*** Configure Sales cloud and customisation.
* Worked with implementing the logic using Process Builders and Workflows instead of writing code.
* Setup and customize Sales process as per business requirement.
* Created Visual force pages(responsive) to achieve custom requirements, inputs from users
* Sending Emails through Apex Triggers with HTML formatting of the Email body and customized signature.
* Implementing Process builder, validation rules, Approval processes, workflow rules.
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| **Educational Qualification** |
| **Qualification** | **Board/University** | **Year of Passing** | **Percentage** |
| B.Tech | GIET College of Engineering | 2015 | 69.05 |
| Diploma | AANM & VVRSR Polytechnic | 2012 | 66.66 |
| SSC | SRYSP High School | 2009 | 82.40 |
| **Personal Information –*** Date of Birth : 01/06/1994
* Languages Known : English, Telugu and Tamil
* Marital status : Single
* Address : Hyderabad

**Declaration :**  I hereby declare that the information given above is true & correct to the best of my knowledge.  **THOTA GOPI KUMAR** |