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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. | | | |
| **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. | | | | |
| **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** | | | | |