

Chilakala gopi reddy (MBA)
Salesforce developer
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Profile Summary:

Salesforce Administrator/ Developer With 3.9 Years of Experience SFDC CRM Platform Using Visualforce, Triggers, LWC, Lightning, Apex And Sales, Service And Marketing Cloud Technologies As A Developer/ Administrator. Good Understanding Of Customer Relationship Management (CRM), Business Process Management (BRM), Financial Management And Business Development Concepts.

Professional Summary:

- Highly Experienced in LWC, Lightning, Apex, Triggers, Aura, work flow and Visual Force Pages.
- Experienced In Salesforce Customization Development Using Force.Com: Apex Class, Trigger, Visual Force Pages and Integrations
- Having Good Exposure on SFDC OOB Tools Like Sharing Rule, Approval Process, Flow, Sharing Settings, Email Alert, Record Type, Page Layout, Queues, Custom Object, Apex and Tabs.
- Technically skilled & worked on CPQ Configuration and Customization.
- Experience In Salesforce Administration Concepts (Permissions, Profiles, Roles etc).
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Worked on Custom objects, Static resources, Page layouts, Workflows, Validation rules, Custom settings, Custom labels, etc.
- Configured Profiles and Administrative permissions to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
- Worked on Sales Cloud, Service Cloud &Marketing Cloud Creating of the Knowledge Base articles for Salesforce.com Customers. Provided the necessary technical training to the team members in resolving critical & complex performance and security issues related to the product.

- Developed and Customizing salesforce.com application based on user needs. Developed field & page layout customization for the standard objects like Account, contact, Leads.
- Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards, and Reports.
- Provided user support and bug fixing activities as per the SLA.
- Experienced in Creating **Lightning FLOWS and Aura Components** and **Lightning Web Components** and Experienced in writing/implementing Apex Batch-able interface.
- Proficient in implementing the Security Model (Object, Field and Record level) in Salesforce.
- Experienced in Force.com Migration Tools such as Force.com IDE, Apex Data Loader, Visual Studio.
- Good Experience in Creating Workflows, Validation rules, Lead Mapping, Process Builders and sandbox and production Environments.

PROJECTS :

Project - 3 (Single Broker Platform)

Client	Howden Group Insurance
Environment	Salesforce.Com, Apex, Triggers, Lightning, Aura, LWC, Visual Studio Code, CPQ, Sales cloud, Service cloud and Marketing cloud.
Team size	6
Role	Salesforce developer/administrator

Client profile :

Howden Group Insurance is the one of the biggest insurance brokerage companies. Single Broker Platform is subsidiary of Howden Group Insurance. Headquartered in London, United Kingdom. The scope of the project mainly revolves around policy management system, customer portal and automated deployment. Single Broker Platform has decided to implement the Salesforce Sales cloud with Nov idea solution for its Broking operation.

Roles and Responsibilities:

- Worked on custom objects, custom Fields, Validation Rules, formula fields and various relationships of business objects.
- Customized Apex, Triggers, Visual Force, Batch, Schedule Apex, VF components, Text Class.
- Developed application using Apex Controller, Lightning Aura, LWC and VF Pages.
- Developed advanced customizations utilizing Salesforce Marketing Cloud.

- Leded Salesforce Development Team in Developing Solutions through Collaboration and Discussion, within our Teams and with Clients.
- Worked on different cloud Technologies like Sales Cloud, Service Cloud and Marketing Cloud.
- Configured and maintained salesforce integrations with third party systems.
- Created Record Types, Approval Process and Validation Rules.
- Created Work Flow Rules, Lightning Flows.
- Attending the Daily Scrum Meetings.
- Designed, coding, and implemented salesforce applications as per client needs.
- Meetings with project managers to determine CRM needs of the client.
- Provided end user training and support for salesforce users.

Project-2 (GEHC Next Gen Service CRM)

Client	GE
Environment	Salesforce.Com, Apex, Triggers, LWC, VF Pages, Sales cloud, Service cloud and Marketing cloud.
Team size	7
Role	Salesforce developer/administrator

Client profile :

GE is the world largest product-based manufacturing company in almost all sector of manufacturing GE-Energy, GE- Aviation, GE-Healthcare, GE-Money etc. GE Healthcare is a subsidiary of General Electric, headquartered in Little Chalfont, Buckinghamshire, United Kingdom. GE Healthcare provides transformational medical technologies and services helping to deliver patient care to people around the world. General Electric Healthcare has decided to implement the Salesforce Service Cloud with Service Max solution for its field service operation.

Roles and Responsibilities:

- Created Custom Fields, Custom buttons and Page Layouts.
- Created Work Flow Rules, Process Builders and Field sets.
- Developed application using Apex Controller, Lightning Aura, Apex Triggers.
- Developed salesforce.com modules, dashboards, Interfaces and database functions with visual force and the apex coding language.
- Integrated multiple technologies with sales cloud , service cloud and marketing cloud and other marketing related implementation engagements from a technical standpoint.
- Created Wrapper Class and Formula fields and generated Test classes for apex classes.
- Responsible for developing , supporting, customized and standard solutions that support to business requirements and decisions.
- Customized Salesforce Application to meet client requirements, including the creation of custom objects, fields, workflows, and validation rules.

- Configured and maintained salesforce integrations with third party systems.
- Attending the Daily Scrum Meetings.

Project 1 (GE OG Service Delivery)

Client	Baker Hughes
Environment	Salesforce.com, Apex, Triggers, Visual force Pages, LWC, Lightning components.
Team size	5
Role	Salesforce administrator

Client profile :

BHGE field ticketing solution are to streamline and improve BHGE's current business processes for its oilfield services operations. Furthermore, it provides the ability to manage the business at multiple locations on a single digital platform, as well as reduce the time between quote completion and invoice creation. The application will provide on-line/offline capabilities and enable the capture of the quote, contract, and field data as well as provide for approvals in the field by BHGE's customers. Finally, relevant data collected from the operations of the business will enable BHGE management to gain insight, visibility, and metrics to make more informed business decisions. The solution will allow the capturing of technical information concerning planning and execution.

Roles and Responsibilities:

- Managed basic salesforce administration tasks including user management, access management, profile, and permission sets management , data extracts, uploads, inserts, data backups, sandbox refresh and install packages.
- Designed and developed the Custom objects, Custom tabs, Workflow Rules, Page layouts, Visual Force Pages to suit needs of the application.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Customized Salesforce Application to meet client requirements, including the creation of custom objects, fields, workflows, and validation rules.
- Configured and maintained salesforce integrations with third party systems.
- Collaboration with business stakeholders to understand their needs and developed solutions as per their requirements.
- Implemented Batch Apex and Email Services
- Generated Test classes for apex classes.

Academic Qualification:

- Master of Business Administration (MBA) from Vignan's University, Guntur in 2019.
- Bachelor of commerce (B. Com) from Acharya Nagarjuna University Guntur in 2017.