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| **Name : Naveen Kumar**  **Email : Naveen.nani.457@gmail.com**  **Mobile : +91-9014422423** | PlatformDeveloper1-small |

Professional Summary

* Around **5** years of Information Technology experience in Application Software Designing, Development, Testing and Implementation
* Around **3** years in salesforce which involves me on configuration, customization in Salesforce.com
* Good exposure on Standard Object & Custom Object, Relationships, Users, Roles & Profiles, Security & Sharing, Record Types, Page Layouts.
* Having Good Experience on **Workflows, Validation Rules.**
* Implemented **Approval process**.
* Experience on creating **custom settings**, visual force, **email templates** and Custom components.
* Good Experience on apex Controllers, Visual Force Pages and Triggers.
* Designed various Webpages in Visual Force for functional needs within salesforce.
* Good Experience on **Batch Apex** and Scheduling Apex.
* Extensively used **Apex Data Loader** for Data migration activities.
* Involved in creating custom **Reports and Dashboards**.
* Having working Knowledge on SOQL and SOSL statements.
* Experience in HTML, Java Script.
* Good Exposure in Object oriented programming Concepts.
* Excellent team player, self-motivated, quick learner with good communication skills and troubleshooting capabilities.

Educational Background

Bachelor of Technology in ECE from JNTU College of Engineering Kakinada. Passed out in the year 2013

Career Experience

Working with TechMahindra as a SALESFORCE DEVELOPER and previous organization is **DXC TECHNOLOGIES**

**CERTIFICATION DETAILS**

Salesforce Certified Platform Developer I

Technical Skills

CRM : Salesforce CRM, Veeva CRM

Languages : Apex, Visual Force

Applications Tools : Data Loader, Workbench, Force.com IDE

Skills : SOQL, Triggers, workflows, Visualforce pages

Projects

**PROJECT 1**

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| **Project Name** | **FIRST SFA(Veeva)** | | | |
| **Client** | **GlaxoSmithKline** | |  | |
| **Role** | SFDC System Enhancements | | | |
| **Organization** | **Tech Mahindra** | | |  |
| **Duration** | Jan 2019 – Present | | | |
| **Team size** | **7** |  | | |
| **Environment** | **Tools** | **Work bench, Data Loader, Veeva** | | |

**Project Description**

First SFA is a custom solution built by Accenture on the Veeva CRM platform. The Veeva CRM is the most advanced cloud-based CRM solution for the life sciences industry, addressing the needs of the pharmaceuticals, biotech, animal health and consumer health market. GSK have implemented Veeva to address all its CRM needs for it’s markets, taking the advantage of its cloud based multi-platform login.

First SFA is a state-of-the-art Sales Force Automation system and global KPI suite focused on enabling Consumer Healthcare's Field Force​​ to achieve excellence in commercial execution. The ​First SFA program is the largest Salesforce Automation (SFA) change program that GSK Consumer Healthcare has ever undertaken supporting markets in 2016, extending to 85 Expert and 30 Pharmacy and Mass Markets in 2018.

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First SFA is used by the Expert and Pharma Sales team primarily to plan calls, get account information, contact information, visiting hours of their targets, perform Pre-call, Post-call activities, and order samples. Field teams use VEEVA iREP and First SFA as they own records. Managers do not use Irep as they typically do not own records.

**Instructions**

​The following types of issues and Change requests can have a ticket created by Markets

Account Management, Call Management, Data Loader, iPad ( VEEVA iREP ), Order Management, Interface Issues, Order Processing, CERPS, Inventory Monitoring and Sample Management, Sharing rules/ Permission Sets/ Workflows / Market Configuration, Accounts/ Addresses/ Account Partners, Territories and Assignments, Products/ My setup, Sample Management, Call Management (Includes Cycle plan and My Schedule),Contracts, Order Management, Data Change Requests, Data Loader, Surveys, Marketing Events, IREP Setup, Additional Useful Settings, Support related activities

**Contribution**

* Designed and developed the Apex classes, Triggers, Batch apex, Custom objects, validation rules, Custom tabs, Components, Sharing Rules to suit the needs of the users
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards
* Created and deployed several reports for different user profiles based on the need in the Organization
* Created various Page layouts and configured Page layout assignments for various profiles based on record types
* Interacting directly with clients and provide the solution
* Involved in work flow rules and approvals, OWD settings
* Involved in Setting up Users, roles, profiles, permissions, reports, custom searches, mass updates, mass deletions and renaming records
* Customizing records types, tabs, list views, queues, transaction and column fields, page layouts, setup configuration
* Creating and maintaining the email Templates
* Mass Transfer Management for Accounts

Project #2

Project Name : RMA

Clients : Major insurance clients in US

Programming Language : Salesforce

Company : CSC

Project Description

Risk Master is a powerful and flexible tool that maximizes clients risk management operations. The software supports high-volume data entry and processing in multi-user environments and provides a dynamic information interchange in network systems.

RISKMASTER is a 100% browser-based application, using which, you can process, manage and analyze your various claims data and risk seamlessly with all your stakeholders anytime, anywhere around the world.

Responsibilities

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with Visual Force Pages**.**
* Worked with various salesforce.com objects like Accounts**,** Contacts**,** Leads**,** Campaigns**,** Reports and Opportunities**.**
* Developed various Custom Objects, Tabs, validation rules.
* Created Email templates, approval processes, approval page layoutsand defined approval actionson them to automate the processes.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Security Controls like Profiles, Permission Sets, Role**s** etc
* Used Force.com Eclipse IDE**,** Data loader**,** Change Sets for data and code migration.

**ADDITIONAL ACHIEVEMENTS**

* Trained new Entrants on Salesforce Application and helped them whenever required.
* Participated in various co-curricular and extracurricular activities commenced at Tech Mahindra Hyderabad Pvt Limited.
* Received “**Pat on Back**” in the year 2018 for my contribution to the Project.

**Declaration:**

I hereby declare that the above particulars of information are true to the best of my knowledge.

**Place: Hyderabad**

**Date:**

**(NAVEEN KUMAR)**