**NIKHILA BOYINA**

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**SALESFORCE DEVELOPER**

* Overall Experience of **7.5+ years** of total IT experience as a Software Developer and have been working in Salesforce for past **5+ years**, offer rich experience in **cloud computing platform (Salesforce.com and Force.com). My expertise lies in Salesforce.com Design, Force.com Administration & Development (Visual force, Apex classes)**, Configuration, Data Migration, Integration, and Lightning.
* Strong working Knowledge in **Opportunity Management, Order Management. Salesforce CPQ, Customer Relationship Management (CRM)**,
* Expertise in Salesforce.com Design, Force.com Administration & Development (Visual force, Apex classes), Configuration, Data Migration, Integration, Lightning.
* Exhibits excellence in salesforce application development, defining the architectural between systems as well as within salesforce and improvement of BAU process.
* Gathering the requirements, analysis and providing the Solution Designs to the Client
* Working as lead developer role in **Salesforce.com Admin, Customization, Development, Lightning, LWC, Integration SOAP and REST API areas**.
* Extensive experience in activities related to SFDC, Salesforce.com setup, Configuration, Customization, Administration, Data Migration and Deployment of applications to Force.com platform for large user groups.
* Exposure of working in creating salesforce applications, integrating with different systems using different integration methodologies like **Dell Boomi, REST, SOAP**, etc.
* Worked on **sales and service cloud projects** from design to development of new services, supporting service transitions, optimizing operational approaches.
* Acted as a solution architect and handled multiple projects from successful design to production delivery and built robust salesforce application using **salesforce apex, VF, CPQ such as Cloud Sense**.
* Expertise in writing Apex Customization, Visual force Pages, Batch Apex and Triggers.
* Extensive experience in **Creating Roles, Profiles, Email Alerts, Page Layouts, and Validation rules, Workflow Alerts and Actions, and Approval Process, Email Handlers**.
* Proactive identifying areas of improvements and finding solutions that meet the business needs of the customer.
* Expert Knowledge in developing Apex Classes, Controller Classes and Apex triggers to customize applications according to functional needs.
* Experience in **Product & Pricing Configuration, Constrain Rules, Attributes, Price Matrix, Price Ruleset, Price List and List item.**
* Good knowledge on products & pricing and Promotions.
* Developed rich UI based using HTML5, CSS, JavaScript, jQuery, Angular JS and Ajax based on forms provided by business.
* Experienced in building the APEX for third party SOAP integrations and data flow models with Oracle.
* Hands on experience in writing Schedule Apex, HTTP Callouts, Dynamic Apex, Test classes and Wrapper classes.
* Developing knowledge on **Salesforce Objects Query Language (SOQL) and Sales force Objects Search Language (SOSL)**.
* Fluid understanding of multiple programming languages, including JavaScript, HTML, and XML.
* Well versed with the **Software Development Life Cycle right from inception, requirement specifications, planning, design, testing, implementation and maintenance**.
* Effective communicator with strong interpersonal and management skills.
* Proven background leading teams in stressful, deadline-oriented environments.
* Experience in building knowledge base of the project including documents, cross trainings and knowledge transfers etc.
* Good communication, collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesfroce Certified Platform Developer
* Copado Certified Admin
* Copado Certified Developer

**PERFORMANCE BENCHMARKS**

* Received huge Appreciation from Business for delivering TuoteMaster project from End to End on Dec 2020.
* Received a good appreciation from the client for delivering the project of National MNP on Feb 2015.
* Certificate of Appreciation from leads for getting minimal issues in the modules that I have worked on Nov 2017.
* Received an appreciation from the client for developing critical modules before the time limit for the Data Verification Tool on Sep 2019.
* Service and Commitment Award, Aug 2019 (For completion of 5 years in TCS.)

**EMPLOYMENT SPAN**

**Tata Consultancy Services**

**Client: Elisa Oyj, Helsinki**

**Salesforce Developer | Jan 2018 – Till Date**

Elisa is a Finnish market leader in telecommunications, ICT and digital services. Implementing the salesforce technology for the replacement of legacy CRM systems. In this project there are multiple integrations like CNM, ABP, BAL are using now. Currently it is providing, Broadband, Mobile, Netti and different products for Corporate companies.Over here, I focused on the development, configuration customization proposed architectural changes that were appreciated by clients and architects

Highlights:

* Have closely interacted with Architects, Analyst or Client partners in designing and solution assessment of the application.
* Have worked for the End to End delivery of different customisations for various products.
* Have collaborated and drove the development of device ordering system from e-commerce platform.
* Have led the team in understanding TuoteMaster Application, analysing and worked End to End for delivery of this Application to production.
* Spearheaded and integrated with other development team for inclusion of new products in platform within deadlines.
* Designed and developed APEX programs, visual Force pages for various functional needs in the application.
* Have worked on complex functionalities like Mobile, Device by using the Cloudsense CPQ and customisation as per business need.
* Used SOQL with consideration to Governor Limits for data manipulation needs of application using platform database objects.
* Focused on the development, configuration customization and proposed architectural changes that were appreciated by clients and architects, keeping the salesforce best practise in mind.
* Worked extensively on the onshore-offshore model and with third-party vendors.

**Tata Consultancy Services**

**Client: Tata Tele Service Limited, India**

**Salesforce Developer | Feb 2016 - Dec 2017**

TTSL is mainly for maintaining TTL Account management, order management, tracking their revenues pipeline and to developing reports. SFDC is mainly used for all the presales activities. The Organization has Business unit SME (Small and Medium Enterprise) and Mobility for which we maintain two types of accounts Verified and Non-Verified leads will be flown to SFDC through a middle ware called TIBCO. Once the leads are flown to SFDC they will be converted to Opportunities.

Highlights:

* Streamlined the technical implementation process and delivered faster than expected and made this a showcase program across the organization
* Gathering requirements from onsite and providing optimal solution.
* Requirement/ Solution design/ Deployment documentation delivery
* Executed proof of concept on new complex functionalities & provide the feasibility results.
* Development activities in Salesforce1 & Apex
* Unit test plan & test case documentation
* Analysis/ Implementation & deployment of change requests
* Application deployment & Production support

**Tata Consultancy Services**

**Client: Tata Tele Service Limited, India**

**Oracle Pl/Sql Developer | Jan 2014 – Jan 2016**

In this stint, I have Worked as key team member, and was actively involved in making the team understand the existing applications and functionalities. Provided various Screens with which we can raise service requests based on the customer request and Handling of the Service orders.

Highlights:

* Worked on user stories assigned to me and Streamlined the technical implementation process.
* Provided various Screens with which we can raise service requests based on the customer request and Also Handling of the Service orders.
* Developed on many RDFs and backend reports based on the user requirement.
* Built many new functionalities apart from oracle provided ones.
* Unit test plan & test class creation.
* Analysis/ Implementation & deployment of change requests
* Application deployment.

**EDUCATION**

**B.Tech(Computer Sciences and Engineering)** | GVP College of Engineering, India

**Technical Skills:**

* Salesforce: Apex, Visual Force, Triggers, Validation Rules, Flows, Workflow Rules, Apex Data Loader, Process Builder,
* Front-End: HTML, CSS, JavaScript.
* Languages: C, Pl/Sql, Unix
* Front End Tools: Eclipse IDE, Tomcat Server, Oracle Form Builder
* Deployment Tools: Data Loader, Change sets, workbench, COPADO.
* Versioning tools: GITHUB with Copado
* Database: Salesforce database (SOQL, SOSL)

**PERSONAL DETAILS**

* Date of Birth 3rd Jun 1992
* Email [Nikhila.2582@gmail.com](mailto:Nikhila.2582@gmail.com)
* Phone No +358 465460560
* Nationality Indian
* Location Helsinki, Finland

**Passport Details:**

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| **Passport Number** | **Date of Issue** | **Expiry Date** | **Place of Issue** |
| K9233772 | 28-DEC-2012 | 27-DEC-2022 | Visakhapatnam, INDIA |