



SALESFORCE  
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Administrator

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Platform Developer I

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Platform App  
Builder

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Platform Developer II

**P S V M Kishore**

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## Professional Summary

- I have 6.3 years of experience in **Salesforce** as a Salesforce Developer and Administrator.
- Very good experience in Customizations, Integrations(between salesforce and 3rd party systems via REST and SOAP for Data sharing and Application process) to support of applications on Salesforce.com.
- Implemented multiple custom components by using LWC.
- Worked on customized PMD (Programming mistakes detector) to improve the quality of the code.
- Developed Force.com sites for banking applications and product based applications by using various Visual Force pages.
- Automated business processes using salesforce.com tools like workflow, Flows, Process builder and Apex triggers.
- Experience in Batch Processing (Batch Apex) with scheduling(Manual & Automated)
- Worked on the all configurations part and designed a lot of Custom reports, Report folders, Report extractions to various formats, Dashboards and various other components as per the client and application requirements.
- Good experience in communities and version control through TFS and BitBucket
- Deployments done through Force.com IDE, Change set, ANT tool and Client App (Deployer tool which is AppExchange).
- Worked on Data Migrations by using Heroku (with the help of postgres SQL) and Data Loader.
- Implemented Einstein BOT for Hackathon Event.

## Education

- Bachelors of Technology (Electrical & Electronics) from Jawaharlal Nehru Technological University, Bobbili, 2012.

## Certifications

- Salesforce Certified Platform App Builder.
- Salesforce Certified Force.com Developer.
- Scaled Agile SAFeCertification.
- Salesforce Certified Administrator.
- Salesforce Certified Platform Developer-1.
- Salesforce Certified Platform Developer-2.

## Professional Experience

- Currently working as Systems Analyst at **Valuelabs** from 16/01/2019 to till date
- Worked at Onsite, **Dell Technologies, Malaysia(through UST Global)** as a Enterprise Solution Developer from 07/09/2016 to 07/01/2019.
- Worked for **Cirrologix Technologies Pvt Ltd** as a Software Developer from 05/06/2014 to 30/08/2016.

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**Project :1**

**Client** : **Benefitfocus(Health Insurance)**  
**Role** : Systems Analyst  
**Team size** : 5

**Description:**

- The project is implemented to collaborate all the BenefitFocus external systems data into SFDC, which assist the BNF internal employers. Supports and collaborates the BenefitFocus external users through an application "One Place 365" implemented through SFDC communities.

**Roles and Responsibility:**

- Implemented multiple custom components by using Lightning Web Components.
- Wrote batch classes to migrate users from partner license to customer license.
- Implemented multiple Flows by using Lightning Flow builder to automate the business process.
- Involving in business calls to get the requirements.
- Created test data setup automation.
- Implemented customized teams functionality same as Account Team with extra features.
- Involved in migration of Classic to Lightning , migrated multiple JS buttons, Reports etc.
- Design and proposed the solutions to the team and client based on requirements.
- Handling Code reviews and Deployments.

**Project :1**

**Client** : **Dell EMC**  
**Role** : Enterprise Solution Developer  
**Team size** : 5  
**Team Name** : Wunderkind

**Description:**

- First thing is very well known thing which is EMC became DellEMC.Dell EMC sells lot many products which includes cloud computing and services that enable organizations to store, manage, protect, and analyze data. Dell EMC's target markets include large companies and small- and medium-sized businesses across various vertical markets.
- Dell EMC has their uses the Salesforce Sales and Service Cloud as its CRM platform. Service Cloud is leveraged with EMC support portal (via SSO) through which the Customers/ Partners of the Organization could open Cases, follow up on them, initiate live chat for any of the requests.
- Through Sales Cloud, the Customers/Partners are maintained via Sales process by having every details from Products, Assets, Contracts maintained under Opportunities.

**Roles and Responsibility:**

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- Created managed packages and working with managed packages to upgrade to the latest versions and overriding the functionalities as per the business needs by using translation workbench.
- Developed the custom approval process between sales reps, sales teams and sales managers.
- Implemented the visual force pages and the same pages are exposed in Force.com sites.
- Involved in TFS folder structuring and designing of the version control system.
- Worked with another project paralleley which is customer engagement and got the managed package from vendor(VisitOps)
- Implementing Einstein BOT to solve end user queries without interacting with Agent.

**Project :2**

**Client** : **Dell**  
**Role** : Salesforce Solution Developer  
**Team size** : 8  
**Team Name** : Power

**Description:**

- Client is a world-class IT organization, provides customers with the essential infrastructure to build their digital future.
- Client is using Salesforce as a unified CRM to coordinate the sales activities of a 20,000 member sales organization, including inside sales, field sales, channel sales and specialists.
- Project includes Campaign management, Lead management and Opportunity. Different applications Interacts with Salesforce in each phase.

**Roles and Responsibility:**

- Worked on Data Migration by using Data loader and Heroku(with the help of postgress SQL)
- Maintaining the code and components version control using Team Foundation Server.
- Worked on Data Cleanup and Code cleanup activities with respect to particular module.
- Involved in deployments.
- Writing new scripts like SOQL as per new requirements.Completed the code cleanup analysis for Visualforce Pages and Apex Components for particular functionality.

**Project :3**

**Client** : **Janalakshmi Financial Services (JFS)**  
**Role** : Developer  
**Team size** : 10

**Description:**

- JFS(Janalakshmi Financial Services) is the Micro finance institution, JFS running on Salesforce and CBS, JLI is the interface between SFDC and CBS. JFS customize and using the SFDC application



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for lead creation, client creation, handling different kinds of Loan products(Enterprise loan, Small group loan, Top up loan, Nano, Housing loan, and Individual Product loan) and Sanctioning the application.

- Salesforce.com is being used as a Workflow Automation engine in this project. The Broad Functional Areas being catered to by Salesforce.com include:
  - Customer Acquisition: Client records are uploaded in Salesforce through Batch Scheduled Interface.
  - Credit Underwriting: The Credit Underwriting process includes the internal credit score generated by Salesforce based on Business rules and also the credit bureau check by High-mark which is conducted based on which Applications are sent for Sanctioning.
  - Processing: Once the Loan Sanctioning happens, the disbursement is captured and the Collection process is initiated whereby a Demand list generated within Salesforce.
  - Servicing/Closure: Once the Application is rejected or the collection is completed the closure of the Opportunity happens in Salesforce.

### Roles and Responsibilities:

- Integrating SFDC with external Systems(FOS,LOS etc..) for data sharing by using SOAP and Rest API's.
- As per the Client/Business requirement, I had implemented the Apex Triggers, Apex Classes and Visualforce Pages.
- Requirement gathering from Client on Change Request basis.
- Involved in Writing Test Classes for Code Coverage and Unit Testing activity.
- I have developed Custom Reports and Dashboards, to analyze the sanction amounts and collections on daily basis, weekly basis and Monthly basis.
- Involved in designing, development and testing (unit testing) of the given requirements.
- Wrote workflow rules for email alerts, task, and fields update.
- Implemented the validation rules, Assignment rules and Escalation rules as per the business rules.
- Implemented the Custom Approval Process to sanction the applications.

### Project :4

Client : Dynaflex  
Role : Developer  
Team size : 2

#### Description:

- Dynaflex is an Indian company and It is pioneer in the field of non-laminated flexible packaging, carrier bags and security and tamper evident packaging and envelopes. Agile Methodology was followed in the development of this Application.
- This Application supports the Dynaflex to keep track of the orders that come from the Vendor. Here we have four modules.



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- They are sales module which gets the leads from lead source. Once the lead is generated, if it is for customized product, then specification sheet is sent to customer.
- The next module is the costing and Design Team where they prepare Quote and design based on the specification sheet received from the customer.
- Third Module is Operation. Once quote is approved, Production Team starts to manufacture the goods. Once the Production is done. Dispatchment of goods to customer is considered as Delivery module.
- Fourth Module, It takes cares of the mode of payment, Delivery date and shipping details. In Reports the Sales person executive can view the reports and dash boards. Apart from the Email to Lead and Approval process and Sending Email to customer or inner department is captured in this application.

### **Roles and Responsibilities:**

- Created Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
- Involved in designing, development and testing of the given requirement using Visual Force Pages, Apex Classes, Apex Triggers as per the requirement
- Implemented Batch Processing and Scheduling to generate the reports
- Developed Visualforce, Apex controllers, Test Classes and triggers to implement business logic.
- Created Assignment Rules, escalations for assigning the records to users with their respective territories.
- Updated the existing data using Data loader in Salesforce.