**CURRICULUM VITAE**

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Seeking a challenging and growth-oriented position incorporating my Technical and Communication skills and my services, which will simultaneously challenge and gives me the opportunity to expand my knowledge. Willing to work with a company that will allow me to use experiences and knowledge, aiding in that company's growth and success.

**Professional Summary:**

* Have an overall experience of 5 years with a relevant experience of 3+ years as a **Salesforce Admin & Developer** in different kinds of projects like Implementation, Development and Support of Projects in SFDC.
* Well aware of Salesforce technologies like **Aura Lightning, Apex, Visual force** and implementing new instances of Salesforce.
* Programming experience in Developing **Classes, Triggers, Workflows and Validation Rules**.
* Hands on experience in Creating **Profiles, Permission Sets, OWDs, Page Layouts, Record Types, Visual force and HTML, SOQL and SOSL, Reports and Dashboards** as per the Requirement.
* Good Experience on **Batch Apex, Schedule Apex and SFDC tools Force.Com IDE & Data Loader, Import Wizard, Web Services (REST)** used in Workbench.
* Strong analytical and programming capabilities in both independent & collaborative work environment with quick learning abilities and good communication skills.

**Software Proficiency:**

**CRM** : Salesforce.com CRM (Service cloud & Sales cloud)

**SFDC Technologies** : Apex, Visual force & Aura Lightning

**Vector Graphics** : Adobe InDesign, illustrator, CorelDraw,

**Raster Graphics** : Adobe Photoshop

**Web Technologies** : HTML, CSS and JavaScript

**Database** : SOQL, SOSL

**Tools** : Force.com IDE, Data Loader, Import Wizard

**Work Experience:**

* Worked for **Capgemini Technology Services India Limited** as a **Consultant** from August 2017 to August 2020 date.
* Worked for **BARSYL** as a **Software Engineer** from May 2015 to July 2017.

**Education Qualifications:**

* **B. Com (Computers)** from Andhra University

**Project Summary:**

**Project #1**

**Title : Farmers Insurance**

**Client : Farmers, USA**

**Environment : Apex, Visual force pages, Aura Lightning, Apex Data Loader, HTML, CSS, Workbench,**

 **Changesets.**

**Company : Capgemini Technology Services India Limited**

**Duration : August 2019 to Till Date**

**Project Overview:**

SRM is an application for case management in Service cloud console. SRs (Service Request) initiation happens from different sources like EMAIL, Web. For this SRM application, we use Omni channel configuration for routing and Live Agent for Chats.

Salesforce.com provides standard out-of-the-box as well as customized functionality desired at Service Ops - SRM to facilitate management of Knowledge Base for article type and article management.

The service Ops program provides a customer 360, consolidated Knowledge Management and Service Request Management across all brands onto a single Salesforce Service Cloud Platform. SRM provides consistency, ease of use, holistic time, increase of First-call Resolution, lower IT infrastructure expenses and Improve NPS (Net Promoter Score). The Program will provide an Agent self service capability to achieve greater call deflection.

This Service Ops Program provides a customer 360D view with Velocity functionality (Third Party) and now this is totally migrating to lightning as a phase wise manner and we call it as 360D SRM lightning migration.

**Roles and Responsibilities:**

* Contributed in cross-functional teams that address strategic business issues involving CRM and Sales operations.
* Data Migration & handling Bulk records.
* Responsible in all the Salesforce production related issues and providing the root cause analysis in short time.
* Acted as a key team member and key technical resource for Salesforce.com related areas.
* Tracking all the incidents and periodically reviewing status of the incidents and defects.
* Maintained and developed Custom objects, Custom fields, Custom tabs and Validation rules.
* Customized different page layouts and assigned them for different profile users.
* Creating Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application. Responsible for full Project Support and Release Managements.

**Project #2**

**Title : WebCorp**

**Client : AXA Assistance, Spain**

**Environment : Force.com IDE, Apex Data Loader, Visual Force, Apex, HTML, CSS & JavaScript, Web Services**

**Company : Capgemini Technology Services India Limited**

**Duration : June 2018 – June 2019**

**Project Overview:**

Webcorp is a professional travel website developed in Salesforce. It is used by AXA customers to find practical, medical information and security information about a country, medical providers available in a country, security and health alerts for a country.

This application is used by customers of AXA and AXA clients to avail the health assistance. It provides the medical provider information to the user along with the country information.

**Roles and Responsibilities:**

* Understanding and analyzing the business requirements document and involved in end to end project.
* Worked on batch apex and schedulable apex classes and run that classes with sophisticated time.
* Health content added by IJET 3rd Party tool (Health content writers updated through IJET)
* Designed and developed apex program, apex triggers for various functional needs in the application
* Data Migration & handling Bulk records.
* Customization that included setting up Roles, Profiles, sharing rules reports, Dashboards.
* Creating workflow rules, tasks, email alerts, and components to the needs of the application.
* Customized different page layouts and assigned them for different profile users.
* Designed various Web Pages in Visual Force for functional needs within Salesforce.

**Project #3**

**Title : CTY-2**

**Client : AXA Assistance, Spain**

**Environment : Force.com IDE, Apex Data Loader, Visual Force, Apex, HTML, CSS & JavaScript**

**Company : Capgemini Technology Services India Limited**

**Duration : June 2018 – June 2019**

**Project Overview:**

CTY is used by AXA internal users mostly by call centre assistant to provide the travel and health assistance to the customers of AXA and AXA clients. When a customer calls AXA assistance for the medical provider information available in a particular region, the AXA internal user login to CTY and search for the nearby providers and gets back to the customer with the details

**Roles and Responsibilities:**

* Created Custom Profiles and user to distribute user rights and functionality
* Understanding and analyzing the business requirements document and involved in end to end project.
* Developed various custom objects, tabs, components, visual force pages and controllers, validation rules and custom workflows, Data Migration, Handling Bulk Records.
* Loaded data into SFDC using data loader and migrated several legacy applications to the Force.com platform.

**Project #4**

**Title : CWB (COST WORK BOOK)**

**Client : Mast Global**

**Environment : Apex Data Loader, Visual Force Pages, Triggers, HTML, CSS and JavaScript, Changesets**

**Company : Capgemini Technology Services India Limited**

**Duration : November 2017 – April 2018**

**Project Overview:**

The order management process was scattered over emails, excels and text files. This was a mix of multiple manual processes and involves high risk of user error. Objective is to streamline the process, consolidate the data in one place, reduce the user errors and provide more robust validation, and reporting.

**Roles and Responsibilities:**

* Create new user accounts and configure Salesforce.Com to fit security needs at the user and organization levels.
* Understanding and analyzing the business requirements document and Involved in end to end project.
* Maintained and developed the Custom objects, Custom fields, Custom tabs, and Validation rules.
* Customized different page layouts and assigned them for different profile users.
* Created Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application.
* Designed various Web Pages in Visual Force for functional needs within Salesforce.

**Project #5**

**Title : Travel Business Management Systems**

**Client : The Lotus Group**

**Role : Salesforce Admin/Developer**

**Environment : Force.com IDE, Apex Data Loader, Visual Force, Apex, HTML and JavaScript.**

**Company : BARSYL**

**Duration : August 2016 – July 2017**

**Project Overview:**

Through Salesforce.com, **The Lotus Group** Wants to differentiate its operations into Dial a Flight, whose customer’s book flights by telephone, generates 80% of The Lotus Group sales, and its other companies include **Business (Super) Travel,** which provides luxury ski and golf holidays, and Lotus Business Travel, and handles business travel arrangements for their regular customers. The company's business model for corporate travel involves offering clients discounted prices for making immediate payment, rather than buying tickets on credit.

**Roles and Responsibilities:**

* Create new user accounts and configure Salesforce.Com to fit security needs at the user and organization levels.
* Maintained and developed the Custom objects, Custom fields, Custom tabs, and Validation rules
* Worked on the designing of custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
* Customized different page layouts and assigned them for different profile users
* Customized tabs for among different business users’ groups and centers.
* Creating Workflow Rules, Tasks, Email Alerts, and Components to the needs of the application
* Understanding and analyzing the business requirements document and Involved in end to end project.

 **(PHANI PILLI)**