|  |  |
| --- | --- |
| **CH VIJAY KRISHNA**  739-648-1243  krishna.vijay04@gmail.com | SFU_CRT_BDG_CPQ Specialist_RGB_Admin_RGB.jpgC:\Users\vsraviteja\Downloads\sf_cert_plt_dev_1\Platform Developer I Badge\SFU_CRT_BDG_Pltfrm_Dev_I_RGB.jpg |

**Objective:**

A formidable Developer and Admin with zeal to achieve key position in fast-paced technology sector with varied responsibilities. Seeking a challenging position in the area of Sales force Development, Configuration and Administration in a Professional Organization, where my skills can add value to the growth of organization. I have Exposure in Analysis, Design, Configuration and Development of CRM Applications in areas of Sales force Automation.

**Professional Summary**:

* 3+ Years of experience in requirement analysis, estimation, design, development, unit testing, implementation and support of CPQ, CRM and web based applications.
* Effective written and spoken English language Communication skills.
* Strong client and service orientation, with a high level of passion for service excellence.
* Ability to interact effectively with different business units, team members, and external client at all levels.
* Experience in managing small teams of developers and conducting tasks such as code reviews, capacity management, design reviews, etc.
* Expertise in diversified Sales domain like Configure-Price-Quote, Contract Management & Billing.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing. Generated Revenue recognition status automatically with Steel Brick CPQ
* Designed junction objects and various advanced fields like Picklist, Controller/dependent

Picklist Custom Formula fields, Field Dependencies, Validation Rules, Work Flows, sharing rules and Approval Processes for Email alerts, field updates as per application requirements.

* Developed Visualforce pages, Visual flows, and Custom Objects on Force.com Platform for various business requirements.
* Experienced in building custom applications that includes administration, configuration,

Implementing and support experience with Salesforce.com platform.

* Understanding of Org Wide hierarchies, Roles, Profiles, Users, Object Level Security, Field Level Security, Record Level Security and Sharing Rules.
* Experience in working with Standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.
* Experienced working with change sets.
* Experienced with tools like Apex Data Loader.
* Experienced in Lightning Experience, Lightning Experience Rollout, Lightning Component Framework, Lightning Reports and Dashboards.
* Experienced in full cycle implementation of SDLC such as design, configuration, custom development including documentation.
* Directly interacted with clients to understand objectives and provided strategic recommendations.

**Education**:

|  |  |
| --- | --- |
| M. Tech: Design For Manufacturing | 2017 |
| Gokaraju Rangaraju Institute of Engineering and Technology | Hyderabad, Telangana |

**Certifications**:

* Salesforce Certified Platform Developer I (SP 18)
* Salesforce Certified CPQ Specialist (SP 19)

**Technical Skills**:

|  |  |
| --- | --- |
| Office Software | Microsoft Office (Word, Excel, PowerPoint) |
| Programming Language | C, HTML, CSS, JavaScript |
| Platform | Microsoft Windows |
| CRM Tools | Salesforce |
| Salesforce | Lightning, CPQ, Apex Class, Triggers, Visual force, Data Import Wizard, Data Loader |

**Work Experience**:

**Project 1: Sales Cloud Implementation and Service Cloud (Omni Channel) Implementation**

**Roles and Responsibilities**:

* Responsible for creating and cultivating client relationships to secure company revenue streams.
* Timely and effective communication to project teams, Customer, and management on Project status and issues.
* Ensured the Project Plan was in scope with requirement deliverables and timeline
* Worked on Understanding the Business requirements and detailed Solution Definition.
* Developing and managing the Custom objects, Custom tabs and Validation rules.
* Identifying the relationships and converting them to salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Creating data model for objects and fields.
* Designed and developed Apex Triggers for various functional needs in the application.
* Extensive experience of using declarative features like validation rules, Process builders, approval processes, sharing rules automation for satisfying complex business process automations.
* Enabled Chat (Live Agent) and Omni Channel in Website.
* Migrate the data in excel sheets into CRM using Import/Export Wizard and Data Loader.
* Designed and developed email alerts based on the application requirements.

**Skills Used:** Salesforce Lightning, Work Flows, Process Builder, Apex Triggers, Data Loader

**Project 2: Sales Cloud Implementation and CPQ Implementation**

**Description:**

**Roles and Responsibilities**:

* Worked on Salesforce CPQ
* Customized Visual Force Pages, Apex Classes
* Created Price Conditions, Price Actions and Price Rules
* Worked on deploying change sets, process builder and approval processes
* Created and customized custom objects, Validation rules, Work flows, Formula fields, Process builder and approval processes.
* Created and customized Visualforce pages to enhance the functionality and display information from different objects.
* Used Data Loader to insert, update, delete and bulk import or export of data from Salesforce objects. Used it to read, extract and load data from CSV files.
* Designed system configuration enhancements like dashboards, reporting and role hierarchy.
* Performed administration tasks like creating/customizing roles, profiles and permission sets

**Skills Used:** Salesforce CPQ, Price Rules, Price Actions, Discount Schedules, Data Loader

**Project 3: Sales Cloud Implementation**

**Roles and Responsibilities**:

* Designed and deployed the Custom objects, Entity-Relationship data model, Formulas, Validation rules on the objects, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Page Layouts, Reports and Dashboards, Custom Settings and Labels to suit to the needs of the application.
* Creating Workflow Rules, Tasks and Validation rules to suit to the needs of the application.
* Created custom objects and fields, Record Types, page layouts to reproduce out of the box functionalities.
* Designed and developed email alerts based on the application requirements.
* Setup Time dependent tasks and field updates as actions for the respective Workflows as required by the business process.
* Imported accounts and contacts data through Import Wizard. Worked on data migration from databases to SFDC using Data Loader.
* Performed test classes for unit testing, bulk testing along with positive and negative test scenarios.
* Done Deployment using Change Sets.

**Skills Used:** Salesforce Lightning, Work Flows, Validation Rules, Data Loader, Deployment

**Project 4: Sales Cloud Implementation**

**Roles and Responsibilities**:

* Worked on various Salesforce.com customizations - standard objects and creation of customized business objects, views and page layouts.
* Consistently meet deadlines and deliver results
* Migrate the data in excel sheets into CRM using Import/Export Wizard and Data Loader
* Created Approval Process for complex business process.
* Created Sales force Pages and Controllers for module using APEX and Visual force.
* Designed and developed email alerts based on the application requirements.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented field level Security, Profile, and audit trail setup.
* Worked on Data Loader, which helps us to perform **CRUD operation**with the help of CSV files.
* Configured Sharing settings to specify the level of access the users must each other's data.

**Skills Used:** Salesforce Lightning, Approval Processes, Visual Force Pages, Data Loader, Deployment

**Project 5: Sales Cloud Implementation**

**Roles and Responsibilities**:

* Worked on various Salesforce.com customizations - standard objects and creation of customized business objects, views and page layouts.
* Consistently meet deadlines and deliver results
* Migrate the data in excel sheets into CRM using Import/Export Wizard and Data Loader
* Created Approval Process for complex business process.
* Created Sales force Pages and Controllers for module using APEX and Visual force.
* Designed and developed email alerts based on the application requirements.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented field level Security, Profile, and audit trail setup.
* Worked on Data Loader, which helps us to perform **CRUD operation**with the help of CSV files.
* Configured Sharing settings to specify the level of access the users must each other's data.

**Skills Used:** Salesforce Lightning, Approval Processes, Visual Force Pages, Data Loader, Deployment