

# Tejasri Balagam

Salesforce 2x Certified

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## Professional Summary

Certified Salesforce Developer and Administrator with 3.3 years of IT experience, good communication skills and ability to perform well in a fast-paced business environment. In-depth knowledge of business across domains with specialized skills in designing highly efficient end-to-end CRM solutions.

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## Professional Experience

### Salesforce Consultant, Stratos Studio

Feb 2022 – Present

- Designed and implemented custom business solutions that are based on cloud business applications, specifically on Salesforce platform.
- Designed and developed custom solutions on the Salesforce platform by utilizing Apex, LWC, initiated data migration and application integration.
- Proactively took part in documenting business requirements, process flows, specifications, application design, configuration, testing and deployment.
- Worked on Salesforce security Model and creating Profiles, Roles, Validation Rules, Formulas, Permission sets, Sharing rules.
- Exceptional proficiency in Apex class, Triggers, LWC, migration tools and other Salesforce developer tool kit.
- Managed API integrations and web services
- Communicated with customer operations manager to identify issues and areas of improvement.

### Salesforce Developer, TCS

July 2019 – Jan 2022

- Performed requirements analysis, analysed and documented system specifications, business requirements and design using requirements inventory.
- Data migration from traditional applications to salesforce application.

- Expertise in creating Profiles, Roles, Validation Rules, Formulas, Permission sets and Sharing rules on Salesforce security Model
- Debugging the business problems and implementation of the solutions as per the requirement
- Implementation of automation process in Salesforce like triggering emails, auto creation of records etc. as per the business requirement.
- Triggers Worked on Creating Apex Classes, Apex And SOQL.
- Followed Agile way of methodology and attended daily scrum calls.

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## Skills

Salesforce, Salesforce Data Modeling, Data Management, User Management, Profile Management, Security settings, Process automations like Workflows, Process builder, Flows, Apex, SOQL, SOSL, LWC, Apex triggers, Python, Rest API

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## Professional Certifications

Salesforce Administrator

Salesforce Platform Developer 1

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## Education

Bachelor Degree in Computer Science & Engineering

Jun 2015 – May 2019

Velagapudi Ramakrishna Siddhartha Engineering College