   

**RAMESH GUDURU** E-mail: gramesh.sfdc28@gmail.com

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**Professional Summary:**

1. **Overall 8.10 years** of IT Experience in that **7.10 Years** of relevant experience in **Salesforce Production Support** **with enhancements & Admin, Development** and remaining 1 Year in Oracle Apps.
2. Worked in Sydney one year as **On-site client coordinator** on Production support with enhancements.
3. 1.3 Years of experience into Lightning, LWC, AURA.
4. Good support and enhancement in lightning, lightning development, lighting app builder, lighting debugging, aura components, lighting pages, events, nested component development.
5. Good experience in Apex, REST Integration, batch Apex, scheduled Apex, future calls and it’s debugging the integration issues.
6. Experience in SFDC development using Apex Classes and Triggers, Visual Force, Force.com IDE and Eclipse with Force.com Plug-in, SOQL, SOSL, Data loader, Demand tool.
7. Experience in Creating Reports, Dashboards, Workflows & Approval process, Process builder, lighting apps and validation rules.
8. Worked closely with business to identify their issues and requests and trying to implement as per the request and on production deployments and sanity test.
9. Experience with Salesforce customization and configuration and identify the issues with debugging.
10. Good working Knowledge on Salesforce CRM fundamentals, Sales, Marketing, Content management and Customizations.
11. Handling customer issues resolution on priority basis and got good appreciations from clients.
12. Extensive in P1, P2, P3 tickets handling, and routing the issues to team as well as assigning to team.

**Professional Experience:**

* Working as Tech Lead in **Mphasis** from Sep 2019 to May 2021.
* Worked as Consultant in **Capgemini** from June 2016 to Sep 2019.
* Worked as Sr. Enterprise Soln. Developer in **UST-GLOBAL** from May 2015 to May-2016.
* Worked as Software Engineer in **Accenture** from July 2012 to January 2015.

**Educational Qualification:**

* **B. Tech** from ADAM’S Engineering College affiliated to JNTU, Hyderabad 2007.

**Certifications:**

* Salesforce Certified Admin (ADM 201).
* Salesforce Certified Platform Developer 1.
* Salesforce Certified Service Cloud Consultant.
* Marketing Cloud Email Specialist.

**Technical Skill Set:**

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| **Salesforce Technologies** | Salesforce.com CRM, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force, Workflow & Approvals, Reports, Dashboards lightning, LWC. |
| **Languages** | Apex, SQL, PL/SQL |
| **Web Technology** | HTML, XML, CSS, JavaScript-Intermediate |
| **Tools** | GitHub, JIRA, Snow, Eclipse, Apex Data Loader, Demand Tool, Work bench, SQL |

**Projects: -**

**Project #1**

Title/Client : SFDC Managed Services (Mphasis)

Duration : Oct 2019 to May 2021.

Environment : SalesForce.com.

**Description : CBRE Group is a commercial Real estate services** and investment firm which uses Salesforce application to track their deals and to provide cloud services to its customers all over the world. Here, SFDC Managed Services team facilitates Production Support Services for CBRE’s Global Salesforce Application which is Sales cloud application i.e. to provide managed production support services to CBRE’s Global Salesforce Application.

**Roles & Responsibilities:**

* As a Tech Lead working with Client closely for requirements gathering, story grooming, design and development. Successfully implemented multiple Go-Lives
* Leading a team of 10 members.
* As a senior resource, will be working on the high priority issues/blocking issues in Salesforce.
* Helping team in resolving the issues which are raised by business team.
* Worked on the code issues, debugged and found the bugs.
* Meetings with Business stakeholder on requirement gatherings.
* Help team in data migration blocking issues.
* Worked on POC to integrate Salesforce with external Lease System
* Worked on Workflows, Process builder, Batchable, schedulable, REST API.
* Worked on the various types of cases that were raised by the customers from all over the world that includes Configuration related issues & Customization related issues.
* Worked on OWDs, Reports, Dashboards, creation and editing of custom report types.
* Worked on data migration using tools like Workbench, Data Loader & Demand tools.
* Provided in time resolutions to the customers and Involved in weekly meetings with Product Managers.
* Effectively communicated with users over worldwide about the issues they faced and helped resolving them, also supporting at Client timings as well.
* Extensively involved in release transitions and dealt issues after every release with hyper care
* Experience in preparing/executing Test cases for System Testing, reporting and managing bugs using JIRA.
* Interact with the client through JIRA tool and update the status.
* Involved in daily-scrum calls and update the work-done as a priority basis
* Daily issues are discussed with Onsite coordinator and respective Users.
* Submitting daily, weekly & monthly reports to client.

**Project #2**

Title/Client : Farmers (Support project) (Capgemini)

Duration : Jan-2018 to Sep 2019

Environment : SalesForce.com.

**Description:** Farmers Insurance project is to protect human life, Bike, Car, Equipment’s, etc. American insurer group of automobiles, homes and small businesses and also provides other insurance and financial services products. Farmers Insurance has more than 48,000 exclusive and independent agents and approximately 21,000 employees. There are divisions with this Farmers Insurance, Foremost Insurance, Bristol West Insurance, 21st Century Insurance, and Farmers Life.

**Responsibilities:**

* Worked on Custom settings custom metadata creation and deployments to Test environment. Prod environment.
* Worked on Formula Field, Workflows, Approval Process, Data Migration & Data Loader.
* Worked on Development Estimation internally, assign work to team, and development of all the security model, profile, role, Sharing Rules, public groups, queues etc.
* Involved in daily-scrum calls and update the work-done as a priority basis.
* Daily issues are discussed with Onsite coordinator and respective Users.

Submitting daily & weekly reports to client.

**Project #3**

Title : **DFSI-SIRAAM** (Support project) (Capgemini)

Duration : Oct-2017 to Dec-2018

Environment : SalesForce.com.

**Description:**NSW Department of Finance, Services and Innovation (DFSI) is a government organization responsible for the regulatory functions relative to workers compensation insurance, motor accidents compulsory third party (CTP) insurance scheme and home building compensation. The State Insurance Regulatory Authority (SIRA), a division within the DFSI.

**Responsibilities: -**

* Worked on onsite at client location (Sydney) around One year, which improved client facing skills.
* Responsible for Configuration of Administration Setup like creation of Profiles, Roles and Permission Sets.
* Customized page layouts for Salesforce standard and custom objects.
* Conducting regular scrum calls and interact with all developers
* Being part of Release Team (using Change sets and Salesforce DX)
* Participated in business requirements gathering, Entity Relationship diagram discussions and implementing them in Sales force custom objects, Junction objects, master-detail relationships, lookup relationships.
* Provided incident resolution, service request management, release management and enhancements
* Experience in preparing/executing Test cases for System Testing, reporting and managing bugs using JIRA.
* Interact with the client through JIRA tool and update the status.
* Involved in daily-scrum calls and update the work-done as a priority basis.

**Project #4**

Title : **HVHC (Davis Vision)**(Capgemini)

Environment : SalesForce.com.

Duration : June-2017 to Sept- 2017

**Description:** Davis Vision Optical is founded in 1917 as a family-owned optical store. It is continues to grow, providing benefits and services to 22 million members across thousands of client groups spanning all industries, trades and professions. Among the client list are Fortune 500 companies, labor organizations, managed care companies and local, state and federal government employees.

**Responsibilities:-**

* Worked closely with Onsite Coordinator and performed detailed analysis of business and user. Requirements, designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Identified and documented business requirements.
* Designed, implemented, tested, and documented code, configurations and enhancements on relevant systems.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Designed, implemented, tested, and documented code, configurations and enhancements on relevant systems.
* Worked on production and sandbox environment
* Created workflow rules and defined related tasks, email alerts, field updates and Email- to-Case Set Up.
* Daily issues are discussed with Onsite coordinator and respective Users.
* Deploying changes one environment to another environment using change sets, Workbench and ANT tool.

**Project #5**

Title : **American International Group** (Capgemini)

Environment : SalesForce.com.

Duration : Jan-2017 to May 2017

**Description:** American International Group, Inc. is an insurance company, which engages in the provision of property casualty insurance, life insurance, retirement products, mortgage insurance and other financial services.

**Responsibilities: -**

* Experience in Salesforce.com setup, creating/modifying Custom Objects, working with Standard objects, fields, page layouts and record types.
* Responsible for creating Custom Objects and Fields.
* Implemented business logic using Trigger and Validation rules.
* Involved in Unit testing of all the classes and triggers (via test methods) ensuring the smooth deployment of the project to production.
* Involved managing user and security settings using Org wide default, roles and profiles and sharing rules.
* Deploying changes one environment to another environment using change sets, Workbench and ANT tool.
* Extensively worked on Technical Specification document Preparation as per the requirement from Business.

**Project #6**

Title : **MUFG**(Capgemini)

Environment : SalesForce.com

Duration : June-2016 to Dec 2016

**Description:** MUFG is best in class commercial loan system for the regional bank to enable our competitive market position. Key business objectives such as revenue growth, efficiency improvement, straight through processing, regulatory and operational risk migration as well as customer experience improvement.

**Roles & Responsibilities: -**

* Developed Apex classes, workflows and approval process.
* Working with various Salesforce standard objects like Accounts, Contacts and Opportunity.
* CustomizedPage layouts for Standard/Custom objects and assigned Record Types.
* Developed Apex Classes, Apex Triggers, Workflows and Approval Processes for various functional needs in the application.
* Created various Visual force/html email templates for Email Alerts using triggers and approval process for the clients and customers.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
* Worked on Test Cases by developing Test Classes to meet the required Code Coverage in salesforce.
* Created Profiles, Roles and Permission Sets for all the users in the organization.
* Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.

**Project #7**

Title : **Manpower Group** (Prod-Support) (UST-Global)

Environment : SalesForce.com

Duration : May-2015 to May-2016.

**Description:** Manpower Group is an American multinational human resource consulting company. Headquartered located in Milwaukee, Wisconsin, USA. Handling projects like HR, recruitment and call center administration. Provide an outsourcing solution, training and development, career management, workforce consulting etc.

We used standard objects like Accounts (clients), opportunities, contacts, leads and campaigns, and custom objects contact relationships, Mass upload requests.

**Roles & Responsibilities: -**

* Generated custom objects, Page layouts & record types.
* Implemented sharing rules and security modules.
* Generated test classes, Involved in change set validation and deployment.
* Creating Reports & Dashboards for high level management users on a weekly basis.
* Worked on Production Data backup on weekly basis and uploading it into client share folder
* Maintaining profiles & permission sets for new users and handling issues with Chatter.
* Understanding the Client Requirements and resolved the customer issues.
* Supporting & resolving end user issues related to chatter.

**Project #8**

Title : **CIO-MMS (Accenture)**

Environment : **SalesForce.com**

Duration : May- 2014 to Jan-2015

**Description:** CIO-MMS (Manage My Sales) is an application which manages Accenture sales. The Projects which are in pipeline are managed through opportunity. This project has the ability to analyze the competitor position on different products.

**Responsibilities:**

* Worked on various Salesforce.com standard and custom objects, fields, Record Types, Page layouts
* Developed the Validation rules, Workflow Rules. Email Alerts
* Developed Apex Classes, Triggers, and Visual force pages.
* Created Batch Classes, Scheduled Classes.
* Understanding the requirements from client for enhancements.
* Configured user roles, permissions and profiles as per business requirement.
* Data Mapping and Data Loading into SFDC using Data Loader.
* Daily issues are discussed with Onsite coordinator and respective Users.

**Project #9**

Title : **STATE FARM INSURANCE (Accenture)**

Environment : SalesForce.com

Duration : Dec-2013 to April-2014

**Description:** State Farm is a mutual automobile insurance company. The company expanded its services into other types of insurance, such as home loans and life insurance, in addition to banking and financial services.

We developed CRM application on Salesforce platform.

**Responsibilities:**

* Build Test classes for various Apex Classes.
* Created Custom Buttons, Overriding the buttons with visual force pages.
* Worked on Salesforce.com standard objects like Account, Opportunity, Campaign and Task.
* Worked on validation rules, workflow rules.
* Created custom labels and Custom settings
* Worked on Data Loader to create and update the records.
* Prepared Unit Test Scripts for various functionalities.

**Project #10**

Title : **UNILEVER** (Unilever U2K2 Support) **(Accenture)**

Environment : SalesForce.com-Reports & Dashboards, Data Loader.

Duration : Aug-2013 to Nov -2013

Role : Salesforce Administrator.

**Description:** Unilever is an Anglo–Dutch multinational consumer goods company, Unilever owns over 400 brands. Its products include food, beverages, and personal care products. It is the world's third-largest consumer goods company

**Responsibilities:**

* Created user Roles and Profiles, security controls and shared settings
* Maintaining profiles & permission sets for new users and handling issues with Chatter desktop configuration for users.
* Creating Reports & Dashboards for high level management users on a weekly basis.
* Providing group access for Public & Private groups on chatter when it is required for users.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
* Supporting & resolving end user issues related to chatter.
* Submitting weekly reports to client.

**Place: Hyderabad Ramesh Guduru**