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## Profile Summary

6 years of IT experience in total and an experience of 4 years in Salesforce Development and 1 year in Administration.

Strong exposure to Service cloud, CRM Analytics, Omni Channel, Chatbots, Connected Apps, Email to Case, Standard and Custom objects, Workflow Rules & Approvals, Apex Classes/Controllers, Apex Triggers, Process Builder, flows, Data Loader, Workbench, Copado, SSO, SOQL, SOSL, DML, Asynchronous Apex, Lightning Aura, Rest API, LWC.

Experience in Development, Administration, Configuration, Implementation of Salesforce CRM based on Apex language and leveraging Force.com Platform.

Proficient Knowledge in Salesforce Lightning UI, Lightning programming, Aura framework programming. Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of application.

Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects. Experience in APEX Programming by creating Custom Triggers and performing Asynchronous calls to implement the business logic as per the requirements

Have good analytical, logical ability and systematic approach to problem analysis, strong debugging and troubleshooting skills.

## EDUCATION

Bachelors in Electronics and Communications Engineering from G. Pulla Reddy Engineering College, Kurnool during the period of year 2012-2016.

## EXPERIENCE

**IBM India Pvt. Ltd:** October 2021 to till date

**Voyager Web Solutions Pvt. Ltd.:** December 2017 to September 2021

**NTT Data Global Delivery Services Private limited:** September 2016 to December 2017

## SKILLS

### Salesforce.com

Service Cloud  
CRM Analytics  
Chatbots  
Omnichannel  
Lightning  
Aura Components  
LWC  
Integration SOQL  
SOSL  
Apex Triggers Rest  
API Visualforce  
Workflows  
Approvals Profiles  
Apex Data Loader Chatter  
Force.com IDE

### Other JavaScript HTML

### Tools

Visual Studio Code, Workbench, GIT  
Force.com Platform (Sandbox and  
Production) Force.com Data Loader.

## PROJECTS

### Salesforce CRM

**Role:** Salesforce developer

**Duration:** May 2022 to May 2023

**Company:** IBM Pvt Ltd

**Client:** Shell

Salesforce CRM is a service cloud based project where there are many customisations around case supporting HR's and other marketing communities.

#### Responsibilities:

- Worked on various requirements related to service cloud functionalities revolving around cases.
- Worked on many requirements on CRM Analytics, Chatbots, Omnichannel configurations, Surveys configuration, Using Flows for various customisations.
- Have made enhancements on Apex classes and triggers based on requirements.
- Customized Chatbots and Einstein bots using Visualforce pages and code snippets in Embedded services.
- Customized new surveys which are sent to customer upon closing the case using a third party application called Alchemer (Survey Gizmo).
- Configured custom settings and used them in Apex class to update case details according to the subject line and routing based on case assignment rules.
- Worked with various integrated systems with salesforce as Workday, Mulesoft, Alchemer and career portal in shell.
- Worked on email to case functionality and configured routing configurations, service channels, supervisor settings based on capacity based model in Omni-channel and also explored status based capacity model.
- Worked in Workflows & process builders to flow migration and profile to permission set migration.
- Worked on enhanced domains and used a connected app to establish connection between mulesoft and salesforce.
- Explored various community building sites using lightning cars, Custom Aura Components and custom LWC Components apart from existing sections.

### Media Solutions

**Role:** Hybrid

**Duration:** February 2022 to May 2022

**Company:** IBM Pvt Ltd

**Client:** Expedia

Media Solutions helps Expedia provide travel ads on the website related to Hotels, Flights, etc., from various clients.

#### Responsibilities:

- Involved in Salesforce.com application setup activities and customized the app to meet the functional requirements on MeSo Travel ads and MeSo Display Sales.

- Created Objects, junction objects and implemented lookup, master detail relationships, validation rules and formula fields.
- Developed workflow rules, tasks, emails, and alerts to track customer related tasks and activities. Designed various types of email templates for auto response to customers.
- Preparing reports and dashboards. Implemented object and field level permissions to specific profiles.
- Security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.

## **MFM Project**

**Role:** Hybrid

**Duration:** November 2021 to Feb 2022

**Company:** IBM Pvt Ltd

**Client:** Majid Al Futtaim

### **Responsibilities:**

- Involved in Few enhancements related to Lightning Aura Components.
- Worked on the development of custom objects, custom tabs, custom fields, page layouts, reports, dashboards, record types and various other components as per the client and application requirements and Worked on data modeling and management.

## **BCBSM Health Insurance**

**Role:** Salesforce Developer

**Duration:** September 2020 to September 2021

**Client:** BCBSM

**Company:** Voyager Web Solutions Pvt.Ltd

BCBSM health insurance will enable agents to enroll an employee and his/her dependents for insurance based on multiple health streams and premium plans.

### **Responsibilities:**

- Worked on building custom components by using Aura Components and LWC.
- Have worked on lightning pages to fetch data by using controller, lightning editform.
- Worked on roles standard objects, custom objects, relationship in between them, custom field creation, reports, and dashboards.
- Worked on service console, design of application, layouts, record types, apex triggers, and apex classes. Used Rest Api for integration with external systems.
- Worked on process builders, data loader, test cases for unit testing, bug fixing.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.

## Health care enrollment

**Role:** Salesforce Developer

**Duration:** October 2018 to August 2020

**Client:** Confidential (USA Client)

**Company:** Voyager Web Solutions Pvt.Ltd

Client requires an application that reflects the whole life cycle of a patient starting from enrollment to discharge. It involves hospital bills, medicines, and products.

### Responsibilities:

- Creating the lightning page by using an aura component.
- Worked with various Salesforce objects like accounts, contacts etc.
- Worked on the development of custom objects, custom tabs, custom fields, page layouts, reports, dashboards, record types and various other components as per the client and application requirements and Worked on data modeling and management.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.
- Worked on SOQL and SOSL queries to retrieve data from the database.

## HR Recruitment Application

**Role:** Salesforce Developer

**Duration:** December 2017 to October 2018

**Client:** Internal

**Company:** Voyager Web Solutions Pvt. Ltd

It is a recruiting application for new applicants, to keep track of their details, application status.

### Responsibilities:

- Worked for the development of the application.
- Preparing reports and dashboards.
- Giving object and field level permissions to specific profiles.
- Importing and exporting data through import/export wizard and data loader.
- Customization of Application.
- Security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.

## Support Application

**Role:** Salesforce Admin

**Duration:** September 2016-December 2017

**Client:** Honeywell

**Company:** NTT Data

Honeywell aims at giving the best application for their customers to log the issues. They needed a salesforce application with new features to track the issues, escalate the issues if necessary.

### Responsibilities:

- Involved in Salesforce.com application setup activities and customized the app to meet the functional requirements.
- Created Objects, junction objects and implemented lookup, master detail relationships, validation rules and formula fields.
- Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
- Designed various types of email templates for auto response to customers. Preparing reports and dashboards. Implemented object and field level permissions to specific profiles.
- Security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.