

## RESUME

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### Objective

A challenging career which favors learning, creativity and provides exposure to new ideas and that prompt for personal and professional growth along with the growth of the organization.

### Professional Summary

- Experience in capturing client requirement, Designing, Development, Configuration, Implementation and Sales force applications.
- Proficiency in administrative tasks like creating **Profiles, Roles, Users, Workflows & Approvals, Reports & Dashboards, Formula fields, Validation rules ,Relationships.**
- Worked on developing **Page Layouts** and **Record Types** for various custom objects.
- Strong working experience with various salesforce.com standard objects like **Accounts, Contacts, Opportunities, Products** and **Price books, Cases, Leads, Campaigns, Reports** and **Dashboards.**
- Implemented **security** and **sharing rules** at object, field, and record level for different users at different levels of organization
- Worked on creating and assigning **Profiles, Object level Security, Field level security, Roles.**
- Used **Data Loader** for insert, update, delete and bulk import or export of data from Salesforce.com Objects.
- Experience in **Batch** Processing (Batch Apex) with **scheduling** (Manual & Automated).
- Extensive experience in developing **APEX classes, Triggers, Visual Force pages, Controllers,** writing **Workflows.**
- Worked on **Batch apex** per the business requirement.
- Created **Custom Settings** and utilized it in Apex Classes
- Experience in **Custom objects, Custom tabs, and Apex Classes** to suit to the needs of the application.
- Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
- Developed Test Classes to ensure the code coverage of the Apex Classes and Triggers.
- Working on Conga CLM.
- Creating Reports and Generating documents by using Conga Template.
- Building Conga Queries and generating Conga Templates.

## Technical Skills

<b>Sales force Technologies</b>	APEX Language, SOQL, SOSL, APEX Trigger, APEX Classes, Visual Force Pages, Work Flows, Approvals, Reports, Dashboards, Custom Objects, Email Messaging, REST, SOAP, WSDL
<b>Force.com Tools</b>	Apex Data Loader and Force.com.
<b>IDE Environments</b>	Force.com.
<b>Languages</b>	Apex, SOQL
<b>Domains</b>	Insurance

## Professional Experience

### 1. Client: New York Life Insurance

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**Employer:** Accenture

**Role:** SFDC Developer

**Project description:**

- Lead the deployment activities for the monthly sprints which includes creating deployment plan and implementation of deployment
- Developed various Triggers, Apex Classes, Visualforce pages to fulfil business requirements.
- Handle inbound user requests and respond to them in a timely manner in our ticketing system. Resolve technical issues through debugging, research and investigation
- Create and maintain thorough, up-to-date, functional and technical systems documentation
- Support QA efforts during implementations and rollouts of new system features
- Create reports and dashboards for the business as per request
- Execute data loads, set up and manage security, user permissions, password resets, break/fix instructions and data access. Sustain security which will include sharing rules and security levels. Designed, create and maintain user roles, profiles, hierarchies and monitor application storage usage and archive data daily
- Perform troubleshooting of production issues, updates for minor Cases and tickets requiring minor changes and enhancements to existing functionality.
- Have good functional knowledge and provide good customer experience through timely and appropriate communication as well as following through till issue resolution.

- Timely and accurate documentation of resolution activities, system configuration and administrative processes.

### **Academics**

- Degree with Distinction from JKC College, Guntur in 2018  
(7.2 – C.G.P.A)
- Intermediate with Distinction from Sri Chaitanya Junior college, Ongole in 2015. (87.4%)
- SSC with Distinction from Siva Sai Public School, Kandukur in 2013. (9.3 – C.G.P.A)

### **Personal Details**

- Date of Birth: - 05<sup>th</sup> Jun, 1998
- Languages Known: - English, Telugu.

### **Declaration**

I hereby confirm that all the particulars mentioned above are correct to the best of my knowledge and supporting relevant documents would be produced as and when required.

Date:

Place: - Hyderabad

(Rama Naidu Pokuri)

