

PRATHAM P GOWDA

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Trained Salesforce Administrator & Developer

Career Objective

Seeking a Salesforce fresher role to leverage my strong problem-solving skills and passion for technology to contribute to the success of sales and customer relationship management.

Summary

- As a Salesforce fresher, I aim to learn and apply my knowledge in Salesforce development and administration to drive efficient business processes and enhance customer experiences.
- Understand formal development methodology (Waterfall, AGILE) in software lifecycle.
- Understand the working of Sales Cloud & Service Cloud.
- Knowledge of front-end languages and backend tools for web engineering (Java, OOPS Concepts, Apex, JavaScript, HTML5, and CSS, Triggers, LWC framework with VS Studio IDE).
- Knowledge of Development Coding standards and best practices in Lightning/Apex/LWC and Governor Limits.
- SFDC Configuration including but not limited to Workflows, Validations, Approval Process, field/page updates, Workflows, and Security Model, Data Model, Process Automation, Data Model Creation, Reports and Dashboards Creation, Sandbox creation and Refreshing Sandbox, Email Template.
- Knowledge of Salesforce customization in Custom Object, Custom Fields, Formula, Page layout, Record Type, Page Layout Assignment, Object relation (Look up & Master details).
- Knowledge of Security models - Login Access Security Level, Profile, Permission Set, Sharing Setting.
- Familiarity with Flows, Workflow, Email alert, Email template.
- Page Layout Set Up, Configuration Setting, Reports, Dashboard, etc.
- Public Groups, Sharing Rules, Org-Wide Email Address.
- Implementation of Custom Settings and Custom Metadata to enhance functionality.
- Knowledge in implementing Batch Apex, Apex Scheduler, Queueable Apex, Future Calls, Schedule Job, Apex Job and Cron Expression.
- Familiarity with the Salesforce development lifecycle, including effective deployment using ChangeSet.
- Data load activity using Workbench.

Academic Qualifications

| Course | Board | Institution | Year of Passing | Percentage |
|--------------------------------|---------------------------------------|------------------------------------------|-----------------|-------------------|
| Bachelor of Engineering (CS&E) | Visvesvaraya Technological University | Adichunchanagiri Institute of Technology | 2023 | 74.6% (CGPA-8.21) |
| PUC | State Board | St.Mary's PU College | 2019 | 73.8% |
| SSLC | Karnataka Secondary Education Board | St.Mary's School | 2017 | 78.88% |

Extra curriculum Activities

- Won Inter-College code Competition - 2022
- Working on Salesforce project with LWC Implementation.

Project

1. Hospital Management System

Platform: Python, HTML, MySQL

Description: The Hospital Management System is a database system used for booking the doctor appointment and store patient details.

2. CT Transit Call Center Case Management

Salesforce case management will be used to track cases that will be entered by the Inktel support team. When needed, cases can be routed to the internal CTTransit smartcard business units for further escalation.

Responsibilities:

- Designing page and case management process
- Profile Set up, Custom Object and Fields configuration
- Approval Process automation
- Email Alert and Notification

Utilized Technologies: Workflow, Approval Process, Salesforce customization tools

Personal Details

- Date of Birth - 13th October 2001
- Marital Status - Single
- Languages - English, Hindi, Kannada

Declaration: I do hereby declare that all the information given above is true to the best of my knowledge and belief.

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Bangalore

Dated