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PROFESSIONAL SUMMARY:

- Having 4 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration and supporting the cloud applications.
- Certified Salesforce Administrator.
- Experience with SFDC development using Apex classes, Triggers, Apex Test Classes for SFDC Unit testing and Batch Apex for complex data processing.
- Experience across various SFDC implementations covering Sales cloud, Service cloud, Chatter and AppExchange applications.
- Experience in CRM business process like Forecasting, Territory management, Campaign Management, Lead Management, Account Management and Case Management.
- Extensively worked on customizing various SFDC standard objects like Leads, Accounts, Contacts, Opportunities, Cases Entitlements, Service Contracts, Reports and dashboards.
- Expertise in querying Salesforce database using SOQL and SOSL queries with Force.com explorer.
- Experience in using change sets, Force.com IDE and ANT tool for deploying changes from instance to another.
- Knowledge in developing Lightning components.
- Integration of Salesforce.com with Siebel, Java, using Web Services API, Metadata API, SOAP and REST.
- Having hands on experience in Lightning Interface, Aura Framework.
- Experience in Wave Analytics, created commercial Reports and Dashboards, Lens, Apps Dataset in SFDC Wave Analytics.
- Implement web services in application for different user's data access using Force.com Web services API.
- Worked with Model View Controller (MVC) design pattern and implemented in Salesforce customization using Apex controller classes and Visualforce pages.
- Experience in integrating Salesforce with ERP applications like SAP using Informatica on Demand.
- Well versed in cloud technology and on-premise infrastructure integration for Salesforce.com using Force.com platform, XML, Web Services and third-party Packages.

TECHNICAL SKILLS:

Salesforce Technologies	Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components, Controls, Salesforce Outlook, Apex Web Services, Workflow and Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Lightning Process Builder, Lightning Component
Salesforce Tools	Eclipse, Force.com, Data Loader, Force.com Platform
Databases	MS SQL Server, Oracle, MS Access and MySQL
Languages	Apex, Java, Java Script, HTML, XHTML, DHTML, SQL
Documentation Tools	MS Office, MS Visio Pro
Operating Systems	Windows Variants, Unix/Linux

CERTIFICATIONS:

- Salesforce Certified Administrator.

Education:

M.Sc from Acharya Nagarjuna university

B.Sc from Kakatiya university

PROFESSIONAL EXPERIENCE:

Company: Lince Soft Solutions Private Limited

Client Name: Tech Mahindra

May 2020 - Till Date

Salesforce Developer

Responsibilities:

- Interacted with business team members to gather and document the requirements for Salesforce development and created Gap analysis document identifying the data, business process and workflows of the organizations with respect to Salesforce.com implementation.
- Designed solutions utilizing several features on the Force.com platform including approval process, workflow, custom settings, Apex Classes/Triggers, flows, Sites, Web Services, Static Resources, Visualforce source page, Service cloud and Sales Cloud.
- Implemented Web-to-Lead and converted into Custom Client Object and maintained system interface diagrams and functional designs.
- Use Apex, Visualforce, Lightning component frameworks, triggers, batch apex and Salesforce APIs and schedule the apex classes to send email alerts on daily/weekly basis.
- Using salesforce Lightning UI. Created Lightning apps combining Lightning design system, Lightning App Builder and Lightning component features.
- Worked on Lightning Web components (LWC), Converted buttons to LWC.
- Worked closely with business partners to realize the full capabilities of Salesforce CRM.
- Worked in developing various lightning components, events and lightning applications.
- Worked with Biz to obtain requirements thereby designed, implemented, unit tested, maintained, and troubleshoot the application.
- Interacted with various business team members to gather the requirements and documented the requirements.
- Used Data Loader, jitter bit and Informatica Cloud for Insert, Update and bulk import and export of data from Salesforce objects, used it to read, extract and load data from comma separated values (CSV) files
- Assisted the business stakeholders during UAT and also the QA team in through regression testing and analysis of the applications.
- Worked on integration with Cases and Contracts.
- Created Visualforce pages that uses the lightning components.
- Created various custom objects as per requirements.
- Implemented complex approval process to ensure proper authorization in the high-stakes environment of capital management
- Created Security settings for Roles and Profiles and managed Security Sharing Settings and OWD.

Environment: Salesforce.com, Apex, Lightning Component,LWC, Lightning Pages, Web services, SOQL, SOSL, FORCE.COM IDE, Import Wizard, Visualforce pages, Chatter, workflows and validation rules, Security controls, Time based Triggers, Triggers, Data Loader, AppExchange, Eclipse plug-in, Email services, Sandbox data loading, REST.

Company: Lince Soft Solutions Private Limited

Client Name: Tech Mahindra

Aug 2018 - Apr 2020

Salesforce Administrator

Responsibilities:

- Created profiles, given permissions to role Hierarchies, OWD and permission sets.
- Deployed and developed custom business logic using the Apex classes, Triggers, Objects, Components, Visualforce Pages from Sandbox to Production Environments.
- Developed Visualforce Components like Page block, Command Buttons, Action Support, Action Function
- Reviewed the Business requirements of the project and interaction with client and project team members including Gap Analysis.
- Created various profiles, and configured the permissions based on the Organizational Hierarchy
- Worked on various Salesforce.com Standard objects like Accounts, opportunities, Contact, Leads, Events, Tasks, Cases, Reports and Dashboards
- Worked with Lead management, Account Management, and Opportunity Management
- Worked on Third party CRM tools like Dupe Blocker.
- Integrated Web Services by generation the necessary stubs from the WSDL files for extracting the data from the applications by using Web Services
- Designed and Developed Custom Objects, Custom Tabs, Page Layouts, Entity-Relationship Data model, validation rules, workflow Rules, Email Alerts, Auto Response Rules.
- Created Formula fields, Cross Object formulas, Roll-up Summary fields and Dependent picklists
- Created Queues, Public Groups and Email Templates.
- Created Test Scenarios and Cases on Sandbox Environment, created packages and moved to Production Environment.
- Communicated project status and escalate issues to management and provide feedback for important technical publications procedures, standards and methodologies.

Environment: Salesforce.com platform, Apex Language, Visualforce, Salesforce.com Data Loader, Dupe Blocker, AppExchange Windows XP