

PROFESSIONAL SUMMARY

A highly technical, certified Salesforce Developer with 4 years' experience configuring and customizing Salesforce Sales, Service and Experience Cloud. Proven ability to analyze, design and optimize business processes with hands-on experience implementing change, increasing user adoption and driving best practice.

CERTIFICATIONS

- ▶ Salesforce Certified Administrator
- ▶ Salesforce Certified Platform Developer

Experience

- ▶ Salesforce Administration: Sales Cloud, Service Cloud Experience.
- ▶ Designing and development by using Lightning Web Component with ES6, Lightning data service and Lightning Aura Bundle, SLDS and CSS along with Validation.
- ▶ Worked on VF pages, Use server-side customization development of synchronous and asynchronous like Apex, Trigger, Batch Apex, Future method,, Scheduler, SOQL.
- ▶ Experienced in Case Management: Email to Case, web to case, case assignment rules, auto response rules.
- ▶ Expose APIs with Third Party using Connected App, Named Credentials.
- ▶ Experienced in Sharing and security like Profiles, Permission sets, Sharing rules,
- ▶ Worked on Page layouts, Record-Types, Lookup and Master-detail relationships, Junction object, Custom metadata, Custom settings.
- ▶ Unit testing of the code and code coverage by 75% for deployment.
- ▶ Involve in deployment using Change-set, VS Code, Git, Bit-bucket and Jenkins jobs.
- ▶ Understand the client requirements and estimating and prioritizing the development tasks to meet expectations and deadlines.
- ▶ Follow Agile Methodology and scrum to improve the productivity of the project.
- ▶ Research, diagnose, troubleshoot, and identify the root cause of application issues if any.
- ▶ Experienced in Functional and Technical code review for each JIRA.

PROFESSIONAL EXPERIENCE

- ▶ Working with KETAN SOFTWARE LTD from Jan 2018 to till Date.

EDUCATION

- ▶ Bachelor of Engineering in Electronics and Communication from JNTUniversity-India.

Projects Executed:

Philips | Salesforce Developer

Since 2021 June

- ▶ Implemented Service cloud features for Synovus Financial Corporation.
- ▶ Implemented Salesforce case management using Web to Case, Email to Case features.
- ▶ Implemented Case assignment using Salesforce assignment rules, escalation rules, queues and groups.

- ▶ Configured Queue based routing and skill based case routing with the help of Apex programming, It helps right Service agents get assigned with the right case for quickly providing resolution without escalation.
- ▶ Implemented detailed knowledge base of frequent user issues or suggestions.
- ▶ Implemented Live Web chat feature for live communication between End user and service Agents for quick issue resolution.
- ▶ Created data validation rules and formulas as per business requirements.
- ▶ Designed custom formula fields, Field dependencies, validation rules, workflow rules, and approval processes for automated alerts, field updates, and email generation as per application requirements.
- ▶ Configured security and sharing rules at object, field, and record levels for different users at different levels of the organization.
- ▶ Customized page layouts, search layouts, custom links, related lists, and other components on a record detail and editing pages as per the business needs.
- ▶ Experience in developing Apex classes, Apex triggers, Visualforce pages, Visualforce custom controllers.

Macquarie University | Salesforce Developer

Feb 2020 - June 2021

- ▶ Engages in requirement gathering and analysis with the client for new implementation.
- ▶ Created process automation using Process builders and Visual flows.
- ▶ Implemented enquire management functionality for university Short programs.
- ▶ Responsible for developing Apex classes and Triggers.
- ▶ Responsible for writing Test classes by following best practices.
- ▶ Created multiple custom objects for managing business use case.
- ▶ Implemented seven live chat functionalities for various departments in Macquarie.
- ▶ Worked closely with Macquarie PACE team and implemented a standard journey program.
- ▶ Integrated Salesforce system with Form Titan.
- ▶ Responsible for the Creation of Profiles, Roles, and Sharing Settings. Customized objects to track the PACE Activities.
- ▶ Created data validation rules and formulas as per business requirements.
- ▶ Worked with Custom settings and Custom metadata.
- ▶ Responsible for data migration and data cleansing. Used tools like Data Loader, Workbench, and XL connector.
- ▶ Deployed components using Gearset tool and changesets.
- ▶ Performs Unit testing, System test, and regression test.

Woolworths, Australia | Salesforce Developer

Feb 2018 - Feb 2020

- ▶ Administration of the Salesforce Platform Maximize the use of the business data through Salesforce
- ▶ Designed and developed Apex Classes, Controllers, extensions, and Apex Triggers for various functional needs in the application.
- ▶ Responsible for onboarding internal and external users to the platform.
- ▶ Created workflow rules and defined related tasks, email alerts, field updates to implement business logic.
- ▶ Use Force.com IDE for the deployment of code into sandbox and production orgs.
- ▶ Complete bulk imports of data using Apex Data Loader.
- ▶ Improve customer satisfaction through enabling different channels to communicate like Phone, Chat, and Email.
- ▶ Implemented Live agent and Omnichannel features.
- ▶ Responsible for building reports as per business requirements.