NAGA LINGA B
Salesforce Lightning Developer

I possess over 4+ years of hands-on experience as a Salesforce developer, actively engaging with real-time Salesforce projects. My dedication lies in delivering top-notch solutions through the adept utilization of Salesforce Lightning, Apex, and Lightning Web Components (LWC), with the overarching goal of propelling business growth while elevating the user experience. 13+ IT industry experiance.

EDUCATION

- **New Noble Degree & PG Collage**
  Osmania University | 65%
  Completed in 2006

- **Vignan Collage**
  MPC 60% - AP Boardd of Inter
  Completed in 2003

- **SSC Board 74%**
  Completed in 2001

CONTACT

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ACHIEVEMENTS

- **2023**
  Salesforce.com Certified Administrator

- **2023**
  Salesforce.com Certified Platform Developer I

PROFESSIONAL EXPERIENCE

DXC Technologies | Salesforce Lightning Developer
June 2022 – Nov 2022

Key responsibilities:
- Salesforce application developer, Lightning Web Component developer.
- Experience in Integration (Web services/callouts – REST Apex).
- Sales Cloud and Service Cloud and all CRM based activities.
- Expertise in designing and building Lightning pages, components, and apps using the Lightning Component Framework.
- Proficient in leveraging the Lightning App Builder for rapid application development.

IIC Technologies | Salesforce Developer
Aug-2008 - May-2022

Key responsibilities:
- Salesforce Administration, Salesforce Development activities
- Explored various clouds on salesforce.com
- Maintained CRM activities.
- Core salesforce admin and developer activities
- Prepared reports on the above information and reported the insights.

TOP SKILLS

Technical Skills
- Salesforce Sales Cloud & Service Cloud
- Lightning Web Components, Aura F/W
- Integration (REST & SOAP API)
- Apex Programming
- Visualforce Page
- Deployments (CICD)

Soft Skills
- Observation
- Decision Making
- Communication
- Multi-tasking

Professional Summary:

- Hands on experience in developing Lightning Experience, Lightning component framework.
- Experience in Sales, Service Cloud, Domain & site.
- Basic knowledge on CPQ activities.
- Experience in SFDC customizations like Apex Class, Apex triggers, Batch Apex jobs, Visualforce.
- Experience in Integration (Web services/callouts – REST Apex).
- I performed technical support to customers on Salesforce products, including troubleshooting and debugging complex technical issues.
- Collaborate with cross-functional teams to investigate and resolve customer issues in a timely and efficient manner.
- Create and maintain technical documentation for internal and external use.
- Identify and report product defects to development teams and track resolution progress.
- Participate in on-call rotation to provide after-hours support for critical customer issues.
- Mentor junior team members on technical and customer service skills

Technical Skill Set:

- **Salesforce Development:** Apex, Visualforce, Lightning (AURA & LWC), SOQL, SOSL, Apex Triggers, Batch Apex, Apex Controllers, Salesforce Communities.
- **Salesforce Administration:** Profiles and Permission Sets, Security and Sharing, Data Management, Workflows and Process Builders, Reports and Dashboards, Salesforce Connect.
- **Integrated Technologies:** Salesforce Sales Cloud, Salesforce Service Cloud.
- **Programming Languages:** Apex, JavaScript, HTML, CSS, SOQL
- **Tools:** Visual Studio Code, Salesforce DX, JIRA, Confluence.

Projects:

Client Name: ComPas (ODS AO) – Hartford-USA
Application Name: ComPas Sales & Service
Domain: CRM Management & Insurance & benefit Mgmt
Environment: Unlimited, Production, Sandbox, Vs code, Copado, Agile process.
Description: The Hartford Financial Services Group, Inc., usually known as The Hartford, is a United States based investment and insurance company. The Hartford is a Fortune 500 company headquartered in Hartford. To deliver an end-to-end claim experience that is truly personalized and transparent for Short Term Disability Insurance ,Long Term Disability , Voluntary Products Short-term disability insurance (STD) helps protect employee income during extended work absences and can help employees pay the bills when they cannot work due to a covered claim Long-term disability insurance helps ensure that employees will still receive a portion of their income when they are absent from work for an extended period due to a covered disability. These absences may be a result of accidents, injuries or illnesses that happened on or off the job. Voluntary insurance is a type of workplace benefit**.**

Responsibilities:

- Development Activities: Developing and implementing custom applications and solutions on the Salesforce platform using Apex, Visualforce, and Lightning Web Components (LWC).
- Provide technical support: Respond to inquiries and resolve technical issues related to Salesforce products and services, including custom code and integrations.
- Troubleshoot and debug: Troubleshoot issues with Apex, Visualforce, Lightning, SOQL, SOSL, Apex Triggers, Batch Apex, Apex Controllers, Salesforce Communities, Salesforce Mobile App, and other Salesforce technologies. Debug code to identify and resolve issues.
- Collaborate with cross-functional teams: Work with other teams, including developers, QA, product, and customer success, to identify and resolve technical issues and improve the customer experience.
- Create and maintain technical documentation: Create and maintain technical documentation, including knowledge base articles, FAQs, and troubleshooting guides.
- Identify and report product defects: Identify and report product defects to the development teams and track the resolution progress to ensure timely resolution.
- Participate in on-call rotation: Participate in on-call rotation to provide after-hours support for critical customer issues.
- Keep up-to-date with Salesforce products and services: Stay current with Salesforce products and services by attending training sessions, reading documentation, and participating in internal knowledge-sharing sessions.
- Participate in customer engagements: Participate in customer engagements, such as technical calls or demos, to help resolve issues or answer technical questions.

Client Name : Rogers Communications
Domain : Order Management
Application Name : Rogers Sales & Service

Description: Rogers Communications Inc. is a Canadian communications and media company. It operates primarily in the fields of wireless communications, cable television, telephone and Internet connectivity, with significant additional telecommunications and mass media assets. Rogers has its headquarters in Toronto, Ontario.

Role: Salesforce Developer

Responsibilities:

- Involved in development of Lightning components and lightning applications.
- Involved in doing POC's on Lightning framework.
- Involved in enhancing existing modules, developing and supporting production defects.
- Responsible in troubleshooting the defects in lower and higher environments.
- Involved in Onsite & Office modal sprint agile structure.

Client Name : Cargill
Domain : Employee management
Application Name : Cotton-AMG USA & Croe

Description:

Every organization has different employee management needs, therefor exclusive, employee management system that is adapted to your managerial requirements. This is designed to assist in strategic planning, will help you ensure that your organization is equipped with the right level of human resources for your future goals platform.

Role: Salesforce Administrator & Data Migration specialist

Responsibilities:

- Involved in Administration, salesforce configuration and Deployment activities
- Worked on data management activities.
- Preparing data dictionaries & KT documents.
- Handled Data Security, Reports & Dashboards, Automated process works.
- Worked on sandboxes and Production Environments, Resolving Production Issues
- within the given time line with Proper unit testing.
- Handling Spira & Jira incident system.