**Balakrishna D**

**Salesforce Developer**

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**SUMMARY:**

* Over 5.4 years of professional experience in Software Development with strong technical skills including 5.4 years of extensive experience in Salesforce.com and Force.com platform both as a developer and an administrator.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Upgraded some Apps from **Salesforce Classic**to**Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers**for**Events**to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper Component**. Updated the APEX Controller and Helper functions regularly making the **Component Context Aware** as per business requirement.
* Experienced in **Service Cloud, Sales cloud, Chatter & App - exchange applications**.
* Expertise in **Visual Force, APEX Database, APEX Triggers and APEX Testing**.Designed **Visual Force pages** with **custom controllers**and**controller extensions** to build custom user interfaces for mobile and web apps.
* Experience in **APEX Programming**by creating **CustomTriggers** and perform **Asynchronouscalls** to implement the business logic as per the requirements.
* Efficient in monitoring Apex asynchronous processing using **futuremethods**, **batch apex**, controlling processes with **queueable apex** and scheduling jobs using **apex scheduler**.
* Used **SOQL**and**SOSL** Queries within **Governor limits** for data fetching and manipulation needs of the application.
* Experience in integrating **external web systems** with salesforce using **REST**and**SOAP web services**.
* Experienced in improving **application performance** by reducing retrieval times using **Org and session cache**
* Experienced in **deployments** of Apex and VF pages across **DEV, Test**and**Production** instances.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Excelled in working with various **Salesforce.com Standard Objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created **Custom Objects** and outlined **lookup**and**master-detailrelationships** and **Junction objects** to implement many-to-many relationships on objects and **Roll-up Summary fields** to aggregate data from child records on the parent. Modified data object relationships with the help of **Schema Builder.**
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Created **workflow rules** that defined related tasks, email alerts, and field updates. Automated **workflows** that make applications collaborate with **SalesforceChatter** for the users in the company posting messages to groups and individuals.
* Experienced in Customizing records with **Approvals**, Automating Business Processes with **process Builder** and Delayed actions with **workflow** by collecting data from users and operating on it.
* Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity. Expertise in **Reporting**,**Customizing** the Dashboard and **Scheduling** Dashboard Refreshing.
* Excellent understanding of Salesforce.com in terms of **Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules**. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Experienced in all phases of **Software Development Life Cycle (SDLC), quality management systems**and**project life cycle processes.**

**Work Experience:**

* Working as a Senior **Salesforce Developer** for
* **Tech Mahindra December 2017 to till Date Now ,** **Hyderabad.**
* **HCL Technologies December 2015 to 2017 December, HYDERABAD.**

**TECHNICAL SKILLS:**

**Lightning Experience Development:** Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.

**Salesforce.comDevelopment:** Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML.

**Administration:** Reports &Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates.

**Languages:** Apex, Ajax, Java, JSP, XML, HTML, Java Script, CSS

**Tools/Utilities:** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).

**Databases:** Force.com DB, Microsoft SQL Server 2000/2005/ 2008

**Software:** MS Office, Adobe Photoshop, MS Excel

**Operating Systems:** Windows 7/8/10, MAC OS X.

**PROFESSIONAL EXPERIENCE:**

**Project:**

**Project Name :** Insurance Policy Management.

Duration : December 2020 to till Date...

**Client :** Sun life Financial.

**Role :** Salesforce Developer.

**Environment :**Apex class, Visual Force, Workflow, Batch Apex, trigger, Rest API.

**Description:**

The Application will provide customer to apply for Insurance Policys. This application supports single policy with multiple coverage parts, designed to fulfill the insurance needs of new customer. In this module we provide the users with all types of operations like endorsements, renewals, holds, automatic renewals, cancellation sets. In this Customer can send any query regarding policies. Customer can pay amount online by debit card and credit card.

**Responsibilities:**

* Used Force.com for development for Visual force Pages, Apex classes, Triggers.
* Developed Apex Triggers in the application for various Business/functional requirements.
* Developed Batch Classes and Schedulable Classes.
* Developed Outbound Email services.
* Written SOQL query language necessary for the application in Apex Classes and Triggers.
* Developed UI Visual Force along with Visual Force components, CSS, HTML tags, and used JavaScript for front-end validation.
* Use various visual force components like Action Function, Page Block, Input Field, Action Support, Command Link, Command Button etc.
* Worked with Visual force Controllers.
* Implemented Batch Apex for mass update of records and Schedule apex jobs for mailing weekly and monthly reports.

**Project:**

**ProjectName:**  Pharmacy Management.

Duration : November 2019 to December 2020

**Client :** Apotex.

**Role :** Salesforce Developer and Administrator.

**Environment :**Batch Apex, trigger, apex and Visual Force, Apex class, Workflow

Approval Process, Report, Data loader,S-Objects.

**Description:**

Apotex is among the leading biotech companies, the company is the largest producer of [generic drugs](https://en.wikipedia.org/wiki/Generic_drug) in Canada,with multiple products on the market and a promising development pipeline. Produce and market innovative solutions of high quality for unmet medical needs. It has implemented salesforce.com CRM application for Marketing. The MSP is an application that is developed for Marketing, Business Planning and Analysis Groups to manage their marketing spend process.

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Developer and Administrator in the organization.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Implement Batch Apex, Trigger, Schedule Apex and Apex Classes.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products,OpportunityLine Items, Leads, Campaigns, Reports and Dashboards.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages 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.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.

**Project:**

**Title** **Lead Intakes and Product Discounts**

**Duration : October 2018 November 2019**

**Environment** Salesforce.com, Apex, Visualforce, Eclipse IDE

**Role** Developer

**Client**Vacation Technologies International, Inc. (US)

**Team Size** 8

**Description:** This application outlines the benefits and obligations applicable to Make user-friendly process and allow user to do different operations as per needed. Allow user to insert a record in to Product Discount object and allow the user to edit the record and del the record. Allow user to select leads and Send an email to selected leads.

**Responsibilities**:

* Gathering the new business requirements from the client and at the end, getting all the requirements validated by the client.
* Development of Custom application using **Visualforce & Apex**.
* Development of site pages in Visualforce using the style sheet provided by customer.
* Deploying the code into different environments and then providing the support afterwards.
* Force.com Sites and Portal implementation.
* Worked on Admin tasks like **SFDC Objects, Page Layouts, Workflows, Reports and Dashboards**.
* Participated in **code review** and provided Knowledge Transfer to Qwest IT on the Interface coding.
* Guide development and deliver application through **UAT** with the help of defect tracking tools and train users while reporting to senior management using status reports.

**Project:**

**Title** **Trimega On Demand Portal and Salesforce Automation**

**Duration : September 2017 to October 2018**

**Environment** Salesforce.com, Apex, Visualforce, Eclipse IDE.

**Role** Developer

**Client** Trimega Labs (UK)

**Team Size** 6

**Description:** Trimega is one of the fastest-growingsubstance misuse testing companies, focused on the development and marketing of drug and alcohol testing services**.** The portal provides the functionalities to Solicitor such as “Request a Quotation form (RFQ), Submit Quotation, Accept Quotation, view your past Quotations”. This application also provides backend functionality to Generate Invoices, Payments/refunds etc.

**Responsibilities**:

* Responsible for gathering requirements through client interaction
* Development of Custom application using **Visualforce & Apex**.
* Salesforce object data model design, configuration
* Developing Salesforce reports
* Participated in **code review** and provided Knowledge Transfer to Qwest IT on the Interface coding.

**Project:**

**Project :Stellar sales and service System**

**Duration : August 2016 to September 2017**

**Client : Stellar**

**Technology** : **Sales force CRM (Visual Force, Apex)**

**Role :Software Engineer**

**Description:**

**SSSS** (Stellar sales and service System) is the global market leader of the international express and logistics industry. Stellar designs and sells consumer electronics, networking, voice, and communications technology and services. Sales Force Sales Applications help Organizations to improve Sales and customer service by enabling users to share and mange all relevant information about Customers, Competitors. The project involves the configuration of Sales Force applications to accommodate Suspects, Leads, Opportunities, Customers, Agreements and Contacts. Based on their requirements we customized an application that well suited for them.

**Roles & Responsibilities:**

* Customize and personalize Salesforce.com based on requirements.
* Creating Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.
* Worked on various salesforce.com standard objects like Accounts, Leads, and Opportunities.
* Worked on some modules like, Cases&EmailMessages, Cases& Assets and Entitlements.
* Worked on workflows for field updates based on time dependent workflow.
* Involved in creating action components based on client requirements.
* Involved in creating Batch Apex and Scheduling Apex classes based on the client requirements**.**
* Involved in field and record level Security.
* Have sent mail to particular users using Apex code.
* DidImport & Export of the Bulk data through Data Loader.
* Migrated the Apex classes and VF Pages Sand Box to Production with the help of eclipse.

**Project:**

**Project : GESS (**Goddard Experiment Support System**)**

**Duration : Dec 2015 to August 2016**

**Client :** Telstra, Australia

**Technology** : **Sales force CRM (Visual Force, Apex)**

**Role : Software Engineer**

**Description:**

Telstra is Australia’s Leading Tele Communications and Information Services Company, with one of the best known brands in the country. Telstra offer a full range of services in all Tele communication markets throughout Australia

**Roles & Responsibilities:**

* Understanding the Functional Specification and Business process flows.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, and Opportunities.
* Creating Workflows, Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.
* Have sent mail to particular users using Apex code.
* Involved in passing the values through URL.
* DidImport & Export of the Bulk data through Data Loader.
* Coding the programs as per the specifications and standards.
* Attending weekly/monthly status meetings.

 **BALAKRISHNA**