

# Sai Krishna Rajaneedi

## Salesforce Developer

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### Objective:

As a Salesforce Developer with 4.4 years of experience in designing, implementing and customizing Salesforce solutions for diverse clients. Proficient in Apex code, Lightning Web Components, Visualforce, Aura, Apex, Triggers and third-party system integrations. Deep knowledge of Salesforce platforms including Sales Cloud and Service Cloud. Skilled in Agile methodology and adept at thriving in fast-paced development environments. Committed to delivering scalable, maintainable code with a focus on optimizing performance and enhancing user experience. Adept at collaborating with cross-functional teams to deliver high-quality solutions that meet business objectives. Providing CRM data consulting and configuration with exposure in implementation of CRM functionalities using Salesforce.com and willing to improve my skills and growth along with organization's objective.

### Summary:

- ✓ Around 4.4 years of experience in Force.com platform and Salesforce.com playing multiple roles, acting as a fulcrum between business and implementation, depending on need – Administrator/Lightning Developer.
- ✓ Ability to multi-task, effectively prioritize and adapt quickly to changes in high-pressure situations with minimal supervision.
- ✓ Implementation experience using Custom Objects, Triggers, workflows/workflow rules, approvals, Visual Force Pages and Apex classes.
- ✓ Experienced in an end-to-end implementation using Apex Controllers, Triggers and Tabs, Custom Objects, Reports and Dashboards, OWDs, Permission Sets, Sharing Rules, Relationships, Page layouts, Record Types, Collections and Batch Classes and Visual Force Pages.
- ✓ Proficient in Data Migration from traditional Applications to Sales force using Data Loader.
- ✓ Expertise in development using Visual Force and Apex, SOQL, SOSL and custom user interfaces using Apex tags.
- ✓ Strong team player with excellent listening, interpersonal, facilitation, written, oral and communication skills; ability to effectively communicate concepts in both technical and user-friendly language to management, peers, staff, and other employees so that issues and solutions are understood.
- ✓ Good knowledge of Lightning Experience, Lightning component framework & Communities.

### Technical Skills:

- |                     |   |  |
|---------------------|---|--|
| ✓ Salesforce Skills | : | Sales force CRM, Lightning web components, Lightning bundle, Apex classes, Apex Triggers, Visual Force Pages, Workflow & Approvals |
| ✓ Sales force Tools | : | Force.com IDE, Apex Data Loader, BMC Remedy Tool.  |
| ✓ Languages         | : | Apex, Core Java  |
| ✓ Web Technologies  | : | Visual force, Java script, CSS   |
| ✓ Data Base         | : | SOQL, SOSL.  |

### Work Experience:

- ✓ Worked as a Freelance Salesforce Developer from June 2023 to December 2023.
- ✓ Worked as a Salesforce Developer at Infosys, from November 2022 to April 2023.
- ✓ Worked as a Salesforce Developer at IBM & Kyndryl Solutions Pvt Ltd, since January 2020 to September 2022.

- ✓ Worked as a Freelance Salesforce Admin and Developer from June 2019 to January 2020.

### **Education Summary:**

- ✓ B.Tech. (Computer Science and Engineering) from Hindustan Institute of Technology & Science, Chennai, Tamil Nadu with 83% in the year 2019.

### **Projects:**

#### **1. ATlassian (JUN 2023 TO DEC 2023)**

##### **Role: Salesforce Developer**

**Description:** Atlassian is a software provider for developers, project managers, and development teams. Atlassian collaboration software helps teams organize, discuss and complete shared work. Teams at more than 112,000 customers, across large and small organizations - including eBay, Coca-Cola, Visa, BMW - use Atlassian's project tracking.

- ✓ Worked on Customization and configuration of the application.
- ✓ Involved in various stages of salesforce.com implementations like requirement gathering, configuration, enhancements, testing, and deployment process.
- ✓ Extensive experience in creating SFDC out of box functionalities like Apps, objects, fields, tabs, profiles, role hierarchies, public groups and queues based on business requirements.
- ✓ Experience in implementing security and sharing settings rules for users based on their profile and implemented object-level security, field-level security, record level security and tab visibility-based users 'profile.
- ✓ Experience in implementing auto business process through validation rules, workflow rules, process builder, flows, and assignment rules.
- ✓ Worked on Reports and Dashboards.

**Environment:** Salesforce Lightning App Builder, Customization Wizard, Salesforce Development Lifecycle (Sandboxes for development, testing, and production environments), Setup Menu (for object-level security, field-level security, record-level security, and tab visibility), Profile Editor, Permission Sets, Validation Rules, Workflow Rules, Process Builder, Flows, Assignment Rules, Report Builder, Dashboard Builder

#### **2. CISCO (NOV 2022 TO APRIL 2023)**

##### **Role: Salesforce Developer**

##### **Description:**

Cisco Systems (CSCO) is one of the world's leading information technology and networking companies. The project was on service cloud where whenever a customer requests for the service of cisco product he/she purchased, a case gets created in Salesforce.

Implemented, different functionalities on the basis of n number of services given by Cisco on CASE Management and customized the case Console with Lightning web components and Apex.

##### **Responsibilities:**

- ✓ Worked on Lightning Web components (LWC), Lightning Bundles.
- ✓ Created multiple lightning components and LWC to enhance the existing functionalities. Design and Develop the Apex Classes, Apex Triggers, and Test class for various functional needs in the application.
- ✓ Experience in using Custom labels, Platform Events, Custom tabs.
- ✓ Implemented out of box solutions for few functionalities to meet client's requirements. Worked on Configuration & Customization by using Lightning web components.

- ✓ Involved in gathering business and technical requirements from various business team members.
- ✓ Designed and developed Flow based on project requirements.
- ✓ Upgraded from Salesforce Classic to Salesforce Lightning with good user interface.
- ✓ Performed data backup and data cleansing on a regular basis to remove any duplicate records.
- ✓ Experience on giving Demos to clients for end-to-end functionality.

### **3. MERCK (SEP 2021 TO SEP 2022)**

#### **Role: Salesforce Developer**

The Merck Foundation is the Philanthropic arm of Merck. It is a non-profit organization that aims to improve the health and wellbeing of people and advance their lives through science and technology.

The project is about a multi-channel Customer Relationship Management (CRM) solution for one of the largest Pharmaceuticals and Diagnostics. This application based on Salesforce.com Service Cloud Console that will help Roche Services optimize their business processes and make the interaction with the consumer faster, easier and more efficient.

The solution delivered as part of this program will allow identifying consumers more accurately and to provide a Clear insight, engage with them through multi-channel and build loyalty & advocacy.

#### **Responsibilities:**

- ✓ Created user Roles and Profiles and sharing settings.
- ✓ Created Custom objects, Custom tabs, VF pages according to the requirement. Worked on Standard Objects like Accounts, Contacts, Opportunities, Leads etc.
- ✓ Used field level security along with page layouts to manage access to certain fields.
- ✓ Designed and deployed Validation rules and Auto-Response Rules for automating business logic.
- ✓ Created workflow rules and defined complex email alerts, and field update.
- ✓ Created Email templates in Text, HTML and Visual Force necessary for the application. Used Data loader for all data adding, updating, and deleting, exporting data
- ✓ Reviewing the test cases provided by the QA team, and providing feedback. Involved in creating technical design document and deployment tracker.
- ✓ Worked with Connected Apps to connect with other Applications.

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visualforce Pages, JavaScript, Data Loader.

### **4. ATOS (JAN 2020 TO AUG 2021)**

#### **Role: Salesforce Developer**

ATOS specializes in hi-tech transactional services company that operates worldwide under two divisions: Pharmaceuticals and Diagnostics.

The project is about a multi-channel Customer Relationship Management (CRM) solution for one of the largest Pharmaceuticals and Diagnostics. This application based on Salesforce.com Service Cloud Console that will help Roche Services optimize their business processes and make the interaction with the consumer faster, easier and more efficient.

#### **Responsibilities:**

- ✓ Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- ✓ Developed various Custom Objects, Tabs, Components.

- ✓ Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- ✓ Worked with a team of two developers and two administrators. Developed Custom Objects, Custom Reports.
- ✓ Created and deployed Several Reports using salesforce.com platform.
- ✓ Developed and deployed workflows and approval processes for opportunities.
- ✓ Developed custom visual force pages for easy understanding of contact's benefits and preferences.
- ✓ Interacted with the Salesforce.com premium tech support team on a regular basis.

**Declaration:**

I hereby declare that the information given in this document is true to the best of my knowledge and belief.

**(SAI KRISHNA RAJANEEDI)**