**RESUME**

**JAGADEESWARI DODDA**

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**OBJECTIVE:**

 Looking forward for a career in Salesforce Development where I can exercise my expertise and knowledge that fosters quality, creativity, and continuous learning.

**Professional Summary:**

* Around 8+ years of professional IT experience and 4+ years of experience in Salesforce CRM as Developer.
* Deep and extensive knowledge on force.com platform including Apex, Triggers, LWC, Batch Apex, Visualforce, Lightning etc.
* Extensive understanding of the Salesforce.com data model and how and when to create custom objects, junction objects, and other model items.
* Expertise in Salesforce Community development.
* Good knowledge in the Life Cycle of Development including Salesforce Deployment/Packaging effectively using Bit Bucket and Change Set.
* Good experience in HVS setup.
* Implemented Entitlement process, Milestone component on Case Object using Business Hours.
* Worked on Service Cloud implementation and have experience in developing Email templates within Service Cloud.
* Good knowledge in Lightning Framework, Lightning Design.
* Experience on implementing the Asynchronous operations like Batch Apex, Future methods, Queueable and Scheduler Classes.
* Expertise in SOQL, SOSL, and creating different types of Email Templates.
* Extensive experience on Validation Rules, Formulas, Sharing Rules.
* Good in creating Visual flows.
* Worked on Email-To-Case, Auto Assignment Rules, Support Process, Entitlement Process, Milestones, Reports and Dashboards and chatter.
* Hands on experience on Salesforce support tools like Workbench, Data Loader and Salesforce Inspector.
* Created Salesforce Support cases from Salesforce help and Training and worked with Salesforce Support team to resolve issues.
* Knowledge of Development/Coding standards and best Practices in Apex Classes, Triggers, Test Classes, LWC and governor limits.
* Having good experience working within an Agile development framework.
* Sound communicator with good analytical, strong problem solving & organizational abilities.
* Developed competency in establishing performance-driven culture to personal ownership, lead, develop, coach & motivating teams to achieve goals profitably.

**Academic Qualification:**

MCA from Sri Vishnu Engineering College for Women, Bhimavaram.

**Professional Experience:**

* Working as **Lead Technical Analyst** in **Continuserve Softech India Pvt Ltd, Bangalore** from Apr 2014 to till date.

**Certifications:**

* Certified Salesforce Platform Developer II
* Certified Salesforce Platform Developer I
* Salesforce certified Administrator

**PROJECTS:**

**Project No.1:**

**Project Name:** Brinks

**My Role**: Developer/Administrator

**Client Description**: Brinks is a  an American [private security](https://en.wikipedia.org/wiki/Private_security) and protection company headquartered outside [Richmond, Virginia](https://en.wikipedia.org/wiki/Richmond%2C_Virginia). Its core business is Brink's Inc.; its sister brand [Brink's Home Security](https://en.wikipedia.org/wiki/Brink%27s_Home_Security) company operates separately and is headquartered in [Dallas, Texas](https://en.wikipedia.org/wiki/Dallas%2C_Texas).

Brink's is popularly known for its [bullet-resistant armored trucks](https://en.wikipedia.org/wiki/Armored_car_%28valuables%29) which carry money and valuable goods. Brink's is a provider of security services to banks, retailers, governments, mints and jewelers. Founded in 1859 by Perry Brink of [Chicago, Illinois](https://en.wikipedia.org/wiki/Chicago%2C_Illinois), Brink's business evolved from local armored transportation services to providing corporate financial [logistics](https://en.wikipedia.org/wiki/Logistics) and international secure transportation.

**Responsibilities:**

* Migrating the Objects from Sandbox to Production Org using Change set.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Supporting HVS users for configurations and reported issues.
* Managing service now ticketing system and handling user reported issues in production.
* Developing different VisualForce pages to the needs of the application using different visual force components.
* Configured work flow rules and configuring custom objects, and approval processes.
* Designing and implementing dashboards and tailoring reports for sales and finance groups.
* Continually developed new Salesforce applications to accommodate growing sales department.
* Providing training on Brinks ticketing workflow to the team members and helping them with resolving L1 and L2 tickets.

**Project No. 2:**

**Project Name:** LastPass

**My Role**: Developer/Administrator

**Client Description**: LastPass is a [password manager](https://en.wikipedia.org/wiki/Password_manager) distributed in [subscription](https://en.wikipedia.org/wiki/Subscription_business_model) form as well as a [freemium](https://en.wikipedia.org/wiki/Freemium) model with limited functionality. The standard version of LastPass comes with a [web interface](https://en.wikipedia.org/wiki/Web_application), but also includes [plugins](https://en.wikipedia.org/wiki/Browser_extension) for various [web browsers](https://en.wikipedia.org/wiki/Web_browser) and [apps for many smartphones](https://en.wikipedia.org/wiki/Mobile_app).

LastPass Business delivers breakthrough password management tools for end-users and admin tools to increase employee adoption and enable flexibility so that an organization can use the security tools they need, at their own pace.

**Responsibilities:**

* Migrating the Objects from Sandbox to Production Org using Change sets.
* Migration of data from Source salesforce Org to Sandbox and Sandbox to Production Org.
* Triaging tickets and helping team for L1 and L2 tickets.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Created VisualForce pages.
* Gathered requirements, estimated LOE and created functional requirements.

**Project No. 3:**

**Project Name**: GatesAir

**Client Description**: GatesAir architects market-leading solutions for over-the-air broadcasting and public safety communications, leveraging the best use of wireless spectrum to maximize performance for multichannel, mission-critical services.

**Responsibilities:**

* Created Custom button named Clone to Another Opportunity on Quote header to clone the quote to another opportunity along with child objects.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created VisualForce pages.
* Migration from Sandbox to Production.
* Created custom Reports based on business need and associated them to Dashboard.
* Manipulated existing code of VisualForce page to implemented tab and showed functionality by navigating on Created tab.

**Declaration:**

All the information furnished above is true to my knowledge.

**Place**\_\_\_\_\_\_\_\_\_\_\_\_\_

**Date**\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Jagadeeswari D**