



## RESUME

### Chiranjeevi.T.G

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### Professional Summary

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- Currently working as a Salesforce.com Senior CRM Developer at EFI India Pvt. Ltd., Bangalore.
- Strong knowledge of Salesforce.com (SaaS) and Force.com (PaaS) with 11 years of experience ranging from configuring the Salesforce.com administration setup and developing apps in the cloud using Force.com.
- Worked in different aspects of application development life cycle, from analysis to application development, production maintenance and support.
- Analyzing business specification requirements from client.
- Creating and updating the Technical Design Document and Business Requirement Document.
- Facilitate the implementation, use, and enhancement of Salesforce.com
- Estimate and propose to leverage the Salesforce.com functionalities for business requirements.
- Work effectively with key stake holders to identify and prioritize specific requirements.
- Provide technical solutions for the business requirements.
- Expertise in developing Visualforce pages, Apex Classes, Test Classes, Batch Classes Triggers, REST, SOAP, Webservices, SOQL, SOSL, Email Services.
- Expertise in Data migration using Apex Data Loader, CLIq Data Loader.
- Worked in Release management tools JIRA, Bamboo and SourceTree.
- Expertise in configuring Salesforce Profiles, Roles and Hierarchies, OWD, Sharing Settings, Permission Sets, Lead Assignment Rules, Workflows and Approval Process, Reports and Dashboards.
- Worked on developing Lightning Components and Lightning Web Components.
- Good Knowledge in Salesforce Communities.
- Done Pre-Refresh and Post-Refresh Sandbox activities.
- Done impact analysis for Salesforce Spring, Summer and Winter releases.
- Communicate with stake holders for rolling out new features through Email and Chatter.

### Certifications

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- Salesforce.com Certified Force.com Administrator.
- Salesforce.com Certified App Builder.
- Salesforce.com Certified Service Cloud Consultant.
- Salesforce.com Certified Platform Developer I.
- Salesforce.com Certified Sales Cloud Consultant.
- Salesforce.com Certified Community Cloud Consultant.



## Areas of Expertise

**Salesforce Platform**  
**Community Cloud**  
**Development Lifecycle**  
**Data Architecture**  
**Data Migration**  
**Performance optimization**  
**Team Leadership**

## Professional Experience

<b>EFI INDIA PVT. LTD.</b>	<b>Feb 2016 - Present</b>
<b>HCL Technologies Consultant</b>	<b>June 2013 - Jan 2016</b>
<b>Mahindra Satyam Salesforce.com Developer</b>	<b>July 2011 - May2013</b>
<b>Mansa Systems Salesforce.com Developer</b>	<b>June 2010 – May 2011</b>
<b>DATASiSAR Developer</b>	<b>April 2009 – May 2010</b>

### Projects Undertaken:

<b>Project Name</b>	<b>Inkjet Sample &amp; Demo Request – LEX.</b>
Role	Technical Architect.
Technology	Lightning Web Components.
Project Description	Electronics for Imaging will demo the Inkjet products to customers. Sales rep will raise the Demo and Sample request through salesforce based on product and demo centers. Business needs a wizard page build on LWC to raise a demo and sample request for the same.
Responsibilities	<ul style="list-style-type: none"> <li>• Worked with stake holders to identify their requirements and provided the solution.</li> <li>• Understanding the business process and design the complete system architecture.</li> <li>• Analyse the timelines, estimations and release planning for</li> </ul>



the project.

- Distributed the work to team and provide the solution as per the requirements.
- Involved in unit testing.
- Deployed the components through SourceTree and Bamboo.

## Project Name

Role

Technology

Project Description

## EFI Communities

Lead Developer.

Lightning Community.

Electronics for Imaging needs to implement the community for Fiery BU, where customers/guests can view the public knowledge articles and discussions. Customers can login and start a discussion or participate in existing discussion, can access articles, can raise a support case with EFI. I build this complete solution using Salesforce Communities.

Responsibilities

- Worked with stake holders to identify their requirements and provided the solution.
- Developed lightning web components for community pages
- Involved in unit testing.
- Deployed the components through SourceTree and Bamboo.

## Project Name

Role

Technology

Project Description

## Customer At a Glance

Lead Developer.

Force.com, Apex, Visualforce and Javascript.

Electronics for Imaging Sales Reps wants to view the 360 degree view of the customer in a single page. Sales reps wants to identify the what kind of printers and inks sold, is the support is expired or renewed, whether the customer is entitled for EFI support, what are the products customer owned from EFI and status of open cases.

Responsibilities

- I have designed and developed visualforce pages.
- Worked with stake holders to identify their requirements and



provided the solution.

- Developed visualforce pages, Apex Classes and Test classes.
- Involved in unit testing.
- Deployed the components through SourceTree and Bamboo.

## Project Name

**Big Heart Pets(BHP)**

Role

Senior Salesforce.com Consultant.

Technology

Force.com, Apex, Visualforce, Apex Dataloader.

Project Description

Big Heart Pets Implemented ERP in Salesforce, BHPs entire ERP process is implemented in Salesforce. Currently I am working on integration module of loading the data from TIBCO to Salesforce. TIBCO team will push the data's to Staging record, from staging record we will validate the data and relationships and insert the data's to according KNDY or Production objects. I have developed the custom reports in visualforce page using the KNDO UI framework.

Responsibilities

- Study and Understand the Functional Use Cases and Requirement Traceability Matrix of the Business.
- Developed visualforce pages using KNDO UI framework for Custom Reports.
- Interacted with team and assign the tasks to the team members and provided solutions.

Developed apex class and visualforce pages based on the design and inputs got from business

## Project Name

**United Services Automobile Automation (USAA)**

Role

Salesforce.com Consultant.

Technology

Force.com, Apex, Visualforce, Apex Dataloader.

Project Description

CTO FRONT DOOR REQUEST

This application is developed on force.com platform for USAA internal employees.

Currently in USAA all interactions between Chief Technology Officers, Architects and concerned resources are done through emails only. Because of this there is no



way to track the progress of the on-going projects/requests that they have or they assigned to concerned architects/resources. So they need a system where they can keep track of all the requests that they have. So We designed a system which is called as "CTO Front Door (CTO - Chief Technology officer)" where users can raise different type of requests like Architect Request, Initiative Request, Procurement Request, CTO Service request etc.

### Project Name

Role

Technology

Project Description

### GE India(General Electric)

Salesforce.com Developer/Administrator.

SalesForce.com, Apex Data Loader, Cliq Data Loader

GE has generating various leads from different business, They will validate the leads and generate the Accounts, Contacts and Opportunities and upload it to their Server. These Accounts, Contacts and Opportunities are uploaded to Salesforce.com through Cliq Apex Data Loader. Everyday around 20:00hrs a scheduler has scheduled to run the batch job to read these files from server and push it into Salesforce.com

Responsibilities

- Gathering requirements from Client and providing the feasible solution to meet the requirements
- Done Data Migration through Apex Data Loader
- Written a Scheduled apex class to generate csv file from Salesforce.com and Send through Email

### Project Name

Role

Technology

Project Description

### MTR(My Thomson Reuters).

Salesforce.com Developer.

Force.com.

My Thomson Reuters is portal, where their cutomers can register and access all the products information related to Thomson Reuters. Customers can register through Force.com Sites and their dtatbase is maintained in Salesforce.com as well their login authorization is with Salesforce.com. Once customers login they can able to updaye their profile details, change password, modifying the portlets related their products, view and search product information.





#### Responsibilities

- Handled the login functionality and alerts and notifications for My Thomson Reuters.
- Developed Visualforce pages, classes and Test classes.
- Provided support for deployment.

#### Project Name

#### ANX eBusiness.

Role

Salesforce.com Developer.

Technology

Salesforce.com.

Project Description

ANX eBusiness is using Salesforce.com CRM for their business solutions. Their business sales reps simultaneously enters the customer details repeatedly, their org contains duplicate records and they want to dedupe it. I used Demand Tools for removing the duplicate records.

#### Responsibilities

- Need to communicate with client for requirements.
- Have to generate the reports of duplicate records found using demand tools.
- Extracting the reports and send to client for getting approved to remove duplicate records.
- Have to test the data's and their relationship.
- Provided training to clients on Demand Tools.

#### Project Name

#### Great Vines

Role

Salesforce.com Developer.

Technology

Salesforce.com, Apex Data Loader.

Project Description

Great Vines want to migrate their data from one Salesforce.com instance to another Salesforce.com instance. This migration includes Roles, Profiles, Users, Workflows, Objects, Fields, etc. The process was complex and time frame was 3 days.

#### Responsibilities

- Need to communicate with clients for requirement gathering.
- Development of data migration process.
- Performed End – to –End testing and supported User acceptance testing as per specifications to validate data.
- Creation of field mapping.



### Education

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<b>B.Tech</b>	Computer Science & Engineering.	Bharath Institute of Higher Education and Research. (Chennai)	2008
<b>H.S.L.C</b>		Kumaran Asan Memorial Matriculation Higher Secondary School.(Chennai)	2004
<b>S.S.L.C</b>		Shri Shudadwaita Vaishnav Higher Secondary School. (Chennai)	2002