

CAREER OBJECTIVE:

To work for an organization with challenging opportunities where I can use my knowledge and skills to maximum extend, to work as a team and keep right in touch with ever changing trends and technologies in the field of computers.

PROFESSIONAL SUMMARY:

- ❖ Having 2.5 years of IT experience in SFDC.
- ❖ Good hands-on in Triggers and Apex class.
- ❖ Have expertise in SFDC Configuration and Customizations, Validation Rules, Workflow Rules, Approval Processes, Custom Settings and Custom Metadata Types.
- ❖ Have expertise in Data migration Activities using Apex Data Loader and Work bench.
- ❖ Implemented Process builder and Flows to automate the business flow of users.
- ❖ Good knowledge on Field Service Lightning that includes Field Service Mobile App development.
- ❖ Create custom objects, page layouts and reports, and customize and maintain dashboards for the global sales teams.
- ❖ Proficiency in SFDC Administrative tasks providing security controllers to users by using Profiles, Roles, Permission Sets and Organization wide default Settings

ACADEMIC DETAILS:

COURSE	NAME OF INSTITUTION	BOARD	YEAR OF PASS	PERCENTAGE (%)
Bachelor of Engineering (CSE)	MVSR Engineering College	Osmania University	2018	78.3
Intermediate	Sri Chaitanya Junior College	Board of Intermediate Education	2014	90.5
SSC	Bhashyam High School	Board of SSC	2012	90

TECHNICAL SKILLS:

Primary Skills	Salesforce.com (SFDC), Java
Secondary Skills	Python, RPA – Blue Prism, MySQL, Machine Learning Algorithms
Methods	Agile
Tools	Copado, Eclipse IDE, Data loader, Workbench

WORK HISTORY:

Organization	Accenture
Duration	August -2018 – Present
Designation	Application Development Analyst

WORK EXPERIENCE:

Client : Siemens

Duration: Mar 2020 – Present

Key Responsibilities:

- ❖ Handled business requirements which included code development and optimization and Automation (workflows and process builder).
- ❖ Customizing and personalizing using Salesforce.com, Apex Classes, Triggers.
- ❖ Worked on the development of custom objects, custom tabs, custom fields, page layouts, reports, dashboards, record types and various other components as per the client and application requirements.
- ❖ Implemented Process builder and Flows to automate the business flow of users.
- ❖ Implemented Workflows and Approval Processes on various standard and custom objects.
- ❖ Hands on experience on Field Service Lightning that includes Field Service Mobile App development for Work Order and Service Appointments.
- ❖ Creating the lightning Components using aura component.
- ❖ Hands on experience on Generating documents of Salesforce records using Nintex DocGen package.
- ❖ Worked on SOQL and SOSL queries to retrieve data from database.
- ❖ Performing import/export operations through Data Import wizard and Data loader.

Client : Axa Insurance

Duration: July 2019 – Feb 2020

Key Responsibilities:

- ❖ Worked on various Salesforce objects such as Accounts, Opportunities, Cases, Reports and Dashboards.
- ❖ Gathering requirements from client/business as part of release.
- ❖ Implemented Apex and Triggers as per business requirements.
- ❖ Implemented workflows and approval processes to automate existing business workflows.
- ❖ Created Custom Objects and implemented picklists, dependent picklists, look ups and master detail relationships.
- ❖ Implemented Validation rules and Record Types on standard and custom objects as part of business requirement.
- ❖ Implemented Compact layouts, Page layouts, Lightning records pages for objects.
- ❖ Configured Profiles and Permission sets that provide different level of access to objects.
- ❖ Used data loader to insert or update or bulk import or export of data to/from salesforce objects.
- ❖ Debugging apex scripts using debugging log to catch exceptions and execute governor and limits.

Client : Metso Minerals

Duration: July 2019 – Feb 2020

Key Responsibilities:

- ❖ Worked on BMC Remedy force tool application in order to resolve service requests on time to meet SLA.
- ❖ Implemented couple of daily process in the team to increase the ticket resolving graph in the team.

- ❖ Worked efficiently to resolve the P1 and P2 issues directly with the client and got appreciated by the client.
- ❖ Debugging the Issues by creating debug logs as per the errors faced by the users.
- ❖ Replicating the issues in lower org and fixing the issue within the time span and updating to the user.
- ❖ Working closely on Immediate response to the user and daily follow-ups.
- ❖ Directly interacting with the user to get more information related to the issue.
- ❖ Worked on system maintenance related issues and updated metadata changes.
- ❖ Worked on the data loader activities like update, delete, create of bulk records.
- ❖ Provided 24x7 Support to address user issues working in multiple time zones.

CERTIFICATIONS:

- Salesforce Certified Administrator.
- Automation Anywhere Certified Advanced RPA Professional.
- Accenture Automation Prime Certification.
- Complete Data Science Bootcamp from Udemy.

SALESFORCE SKILLS:

- ✓ Apex Triggers
- ✓ Copado Deployment
- ✓ Process automation
- ✓ Data loader
- ✓ Nintex DocGen Package
- ✓ Workbench
- ✓ Basics of web Services
- ✓ Synchronous and asynchronous Apex
- ✓ Data model
- ✓ Reports and Dashboards

I, hereby declare that the information furnished above is true to the best of my knowledge.

(Preetham Cherka)