**Mihira Teja Nalamolu**

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**Objective**

To make contribution to the organization to the best of my ability and to develop new skills and share my knowledge while interacting with others and achieve new height.

**Professional Summary**

* Having 2 years of experience in Administration, Development, Data Migration and Production Support in Salesforce **CRM(6 Months into into lightning).**along with overall experience of 5 years(first 3 years into informatica cloud)
* Salesforce Certified Developer and Administrator
* Good experience in Salesforce Sales Cloud, Service Cloud Implementation.
* Excelled in working with various salesforce.com standard objects like Campaigns, Leads, Account’s, Contacts, Opportunities, Products, Quotes, Reports and Dashboards.
* Worked on the designing of Custom Objects, Custom Tabs, Page Layouts, Validation Rules, Approval Process and various other components as per the client and application requirements.
* Experience in **Lightning Experience** UI and Building of lightning components and apps through aura framework
* Performed **DML** operations using APIs like Workbench and Data loader.
* Experience in Configuring Object Relationships, Record Types, Validation Rules, Workflow Rules and Process Builders.
* Experience on Roles, Profiles, Permission Sets and Sharing Settings.
* Experience in User access management.
* Generating Reports, Dashboards like Dynamic Dashboards and Scheduled Dashboards.
* Good experience in loading data using Data loader.
* Having good experience to provide system securities and SAP applications trouble shootings.
* A good team player with ability to quickly adapt to new technologies and having good interpersonal and analytical skills
* Writing **Apex classes, Triggers,Batch Classes,Visual force pages,Rest API Integration**
* Creating **OWD, Sharing rules, Queues, Permissionsets, Public groups**.

**Work Experience Summary**

* Working as a Salesforce Developer in **Tata Consultancy Services**, Hyderabad.

**Educational Qualification**

* B-Tech in Electronics and Communications from RVR & JC College of Engineering

**Technical Skills**

|  |  |
| --- | --- |
|  Elements |  Particulars |
|  Primary Skills | Salesforce.com CRM, Apex, and Visual Force,Web Services SOAP & REST, Lightning with Aura |
|  Languages | Apex,javascript  |
|  CRM tools | Salesforce.com |
|  Databases | SOQL, SQL Server,SOSL |

**Awards Received**

* Technical Excellence Award.
* Best Team Award.
* Star Performer Award from the Client (DuPont)

**Project Details:**

**Project # 1**

**Project Title : Price Approval**

Client **:**  DuPont

Environment **:** Salesforce.com

Duration **:** may 2019-dec 2019

Role **:** Application developer

**Description:**

 Pricing Approval is a Salesforce based application used for the request, approval, and posting of prices to an external system. A heavily customized application integrated with various external systems, providing real time price tagging for the materials sold by client.

**Roles and Responsibilities:**

* Enhancing and maintaining the existing functionalities.
* Reports & Dashboards.
* Worked on Currency Management.
* Gathering of requirement for new modules from client and creation of relevant documents such as Business Requirement Documents, Deployment Logs, and Technical Manifests etc.
* Meetings with end user to capture concerning areas in the application and proposing suggested improvements.
* Debugging the existing code for known issues and providing solutions.
* Loading records in bulk with Data Loader and Workbench.
* SFAR (SFDC Access request) : Leading SFAR application that is used to handle user access for standard and custom CRM objects, login access and active user sync up within different instances.

**Project # 2**

**Project Title : CRM development**

Client : DuPont

Environment : Salesforce.com

Duration : jan 2020 – till date

Role : Application developer

**Description:**

DuPont is a science-based company with expertise ranging from high-performance materials through to agriculture products in areas such as food and nutrition, health care, safety and security, construction, electronics and transportation. Headquarters in Wilmington, DE, USA.

**Responsibilities**

* Support and implementation for 3 of the CRM’s involved in DuPont.
* Enhancing and maintaining the existing functionalities.
* 1 year of experience in Service Cloud implementation
* User access management through SFAR’s.
* Resolving the CRM issues raised by users in admin support.

**Project # 3**

**Project Title : Informatica on demand**

**Client : DuPont**

**Environment : Informatica cloud**

**Duration : September 2015 – April 2019**

**Role : Application Support**

**Description**

Informatica cloud is used to sync data between SAP and SFDC systems. We receive data from ETL, we load that data to SFDC systems.We have used data synchronisation tasks for this purpose.Informatica cloud is a cloud based application which helps to cleanse the data and synchronise the data

**Responsibilities**

* Admin Support for 3 of the CRM’s involved in DuPont.
* Enhancing and maintaining the existing functionalities.
* User access management
* Resolving the CRM issues raised by users in admin support.

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**Declarations:**

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

**Mihira Teja Nalamolu**