VENKAT NAVEEN

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CAREER OBJECTIVE

Results-driven software professional with 10+ years of overall experience, specializing in Sales force development and administration, as well as Java production support. Adept at delivering efficient and reliable solutions that drive business value. Committed to maintaining cutting-edge technical skills and up-to-date industry knowledge.

PROFESSIONAL SUMMARY

- Over 10+ years of experience in IT industry including around 5+ years of experience in Salesforce development. 2 Years of experience in Salesforce Admin salesforce.com CRM platform and Developer and 3 Years of experience in Java Production Support.
- Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities Developed Lightning Web Component framework to create web applications that run anywhere. Worked on Classic to Lightning migration process.
- Well experienced with Visual Force, APEX, and Force.complatform, Triggers, Components and Controllers in Salesforce Classic & Lightning, Salesforce
- Proficient Knowledge in Salesforce Lightning UI, Lightning programming, Aura framework programming.
- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Good knowledge on Configuration & Customization experience (new fields, new objects etc.) on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, Forecasting, Reports & Knowledge of creating Reports and Dashboards.
- Experienced in creating advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation depending on application requirements.
- Experience in Creating Users, Roles, Profiles, Email Templates, and Process builder, Workflows, Workflow Actions, Notifications and Approval Process.
- Hands on working experience in Role Hierarchy, Custom Profiles and Public Groups creation.
- Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models
- Primary level experience in working on web services and giving solutions by SOAP and REST integrations.
- Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor limits.
- Worked on deployment activities using Data Loader, Workbench, Import data & Export data.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Enthusiastic adaptable and quick at picking up new skills and technologies such as Vlocity eager to break new ground.
- Extensive experience in working on operating systems like Windows.
- Experience in working on java-programming tools like Eclipse.
- Experience in distributed and web environments focused on java technologies like Collections, Exception Handling.
- Capable of handling extreme work pressure conditions.
- Versatile team player with excellent analytical, communication and interpersonal skills.
- Zeal to learn new things and hard working. Confident and competent in completing a task.

TECHNICAL SKILLS

- **Salesforce Development:** Proficient in custom Apex development, triggers, batch processes, and integration with third-party systems using REST and SOAP APIs.
- **Lightning Experience:** Extensive experience in Lightning Component development, Lightning Web Components, and building Lightning Pages.
- **Data Modeling:** Skilled in designing and maintaining Salesforce data models, including custom objects, fields, and relationships.
- **Visualforce:** Proficient in creating custom Visualforce pages and components for custom user interfaces.
- **Process Automation:** Expertise in building workflows, process builder, and automation rules to streamline business processes.
- **Integration:** Strong knowledge of integrating Salesforce with external systems using middleware tools like MuleSoft and custom integrations.
- **Testing and Deployment:** Experience in writing unit tests, conducting code reviews, and managing deployments using Salesforce DX and CI/CD pipelines.
- **Lightning Aura Components:** Hands-on experience in developing and maintaining Lightning Aura Components.
- **Lightning Design System:** Familiar with Salesforce's design principles and UI/UX best practices.
- **Security and Permissions:** Competent in managing security settings, profiles, and permission sets.
- **Salesforce Administration:** Knowledgeable in Salesforce administration tasks, such as user management, data import/export, and troubleshooting.
- **Documentation:** Strong documentation skills for technical specifications, process flows, and user guides
- **Programming Languages:** SQL, HTML, CSS, JavaScript
- **Database Management:** MySQL, Oracle
- **Web Development:** Servlets, JSP, RESTful APIs
- **Version Control:** Git/GitHub

PROFESSIONAL EXPERIENCE

- Working as a Salesforce Developer on HCL from Mar 2022 to Aug 2023
- Worked as a Salesforce Developer in Cognizant from Jun 2013 to Mar 2022

PROJECT DETAILS

Project #1
Client: Sparta Systems, US
Description: Sparta systems have the products like Track wise / Trackwise Digital and these products are used by so many clients and they are mainly into Medical/Food/drugs and quality management. The project we delivered was to help customers in raising complaints (like case) and help them to know the similar complaints raised for same scenario. Like project name says AI insights, we give the customer insights about the case/complaints So that he can use them resolve by his own and know more about the case he is going to raise.
Project #2
Client: Validus Capital
Description: Validus Capital is a Singaporean SME financing platform, founded in 2015. We are an online Lending platform that brings together quality Singaporean SMEs with astute and accredited global and Singaporean investors. Validus capital provides rigorous due diligence coupled with excellent rates of return for investors. For quality SME borrowers, it facilitates a secure, alternative, source of lending at reduces interest rates, For Invoice Financing as well as Working Capital requirements. Validus capital uses cutting-edge technology to minimize cost of financial intermediation and passes on the benefits to both investors and borrowers.
Project #3
Client: Comcast,
Project: Salesforce CRM Enhancement and Integration

Description: To revamp and enhance Comcast's existing Salesforce CRM environment, allowing for improved customer interactions, efficient service request processing, and seamless integration with Comcast's existing infrastructure. The project aims to provide real-time data analytics for customer interactions, streamline the sales funnel, and enhance post-sales support and service offerings, ultimately leading to increased customer satisfaction and reduced time-to-resolution for customer issues.

Project #4
Client: Citigroup
Project: Salesforce CRM Optimization for Financial Services
Role: salesforce Administrator
Description: To optimize and refine Citigroup's Salesforce CRM environment, focusing primarily on the Financial Services Cloud. The goal is to enhance the wealth management and client relationship processes, ensure compliance with financial regulations, and offer a unified view of customer financial portfolios. The project seeks to provide bankers,

Project #5
Client: Wells Fargo
Role: Java Support
Description: The application primarily takes care of the loan management of real estate customers and non-real estate customers. All the loan requests are submitted by the users from EZR and they are processed accordingly in the FLO.

Project #6
Client: American Express
Role: Java Support
Description: The Global Registration module helps the business to enroll the new users into Amex for all types of corporate cards. Once enrolled the user would receive a welcome email which helps in creating own user id password and security question. Functionality helps the business to validate and update the details already enrolled users and also modify the permissions which each user has.

Roles & Responsibilities:

- Used Sales Force Automation for Sales Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
- Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
- Developed and deploys ad hoc Salesforce.com reports and dashboards.
- Created Workflow Rules, Approval Process, Validation Rules.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Designed and developed Visual Force pages based on the business requirements.
- Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
- Work on complex data migration projects using Data Loader tool and Cast Iron.
- Integrated the web services by generating the necessary stubs from the WSDL files of PHP for extracting the data.
- Involved in querying Sales force tables using SOQL & SOSL queries using Force.com Explorer.
- Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
- Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
- Modifying Page layouts and setting the Record Types.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Manage page layouts, fields, and system interface/capabilities.
- Maintenance of data entry standards & data integrity process.
- Build & monitor standard analysis and reporting for marketing campaigns.

- ♦ Experience with maintain user roles, security, and profiles.
- ♦ Create and manage workflow rules, field updates and email alerts.
- ♦ Involved in Mass imports and exports of data.
- ♦ Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- ♦ Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- ♦ Designed and implemented Workflows, Custom Objects, Page layouts, Custom tabs and Components to suit the needs of the application.
- ♦ Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- ♦ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ♦ Customize and manage all aspects of the Salesforce.com user interface.
- ♦ Experienced in working across various SFDC implementations of Service Cloud and Chatter.
- ♦ Worked as a Sales Force Chatter APP with the organization and regularly participated in the meetings and chatter community.
- ♦ Implemented several security assessment policies to identify problems in the databases.
- ♦ Implementation of a custom partner community using visual force and lighting components projects.
- ♦ Created custom controllers implementing complex code for retrieval from Salesforce to VF pages.
- ♦ Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
- ♦ Always wrote test methods with code coverage of 80-100%.
- ♦ Work within SalesForce.com and Apttus, Contract Lifecycle Management (CLM) to assist with configuration and advanced workflow processes.
- ♦ Supported the data migration activities from various business centers and business center user.
- ♦ Used field level security along with page layouts to manage access to certain fields.
- ♦ Used SAML 2.0 based SSO for building task flow for reducing the number of steps.
- ♦ Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
- ♦ Expanded deployment for customer service reps, partner portal users, and customer portal users
- ♦ Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- ♦ Used Force.com developer toolkit including Apex Classes, Apex Controllers and Apex Triggers to develop custom business logic.
- ♦ Responsible for designing presentation tier using html, xml, CSS, Java Script.
- ♦ Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

Salesforce Admin Roles & Responsibilities:

- ♦ Refine and customize Citigroup's Salesforce CRM to enhance efficiency, aligning with the specific needs of a global banking institution.
- ♦ Configure the Financial Services Cloud to best serve Citigroup's wealth management and client relationship processes.
- ♦ Oversee data import, export, and synchronization tasks to ensure data integrity and security.
- ♦ Work closely with data teams to handle large-scale data migrations or integrations with Citigroup's existing systems.
- ♦ Manage user profiles, roles, and permission sets to ensure correct data access levels, keeping the principle of least privilege in mind, especially given the sensitive nature of financial data.
- ♦ Regularly audit user activity and permissions, ensuring compliance with banking regulations.

- Conduct training sessions for Citigroup staff, ensuring they can use the CRM effectively and understand any custom features or workflows.
- Provide ongoing support, answering queries and troubleshooting issues that users face.
- Design and implement workflows, approval processes, and validation rules that cater to Citigroup's unique operational needs.
- Collaborate with business analysts to understand and automate complex financial processes.
- Work with IT teams to integrate Salesforce with other Citigroup systems, such as internal banking software, databases, or third-party financial tools.
- Ensure seamless data flow between integrated systems, maintaining data integrity and security.
- Create and maintain custom reports and dashboards tailored for various Citigroup departments, providing insights into customer interactions, sales metrics, and financial analytics.
- Collaborate with senior management to ensure reports meet strategic goals and decision-making needs.
- Configure Salesforce security settings, including field-level security, sharing rules, and network access, ensuring Citigroup's data stays compliant with financial industry regulations.
- Regularly review and update security configurations in response

Java Support Roles & Responsibilities:

- Provided technical support to customers by diagnosing and resolving Java-related issues.
- Collaborated with the development team to analyze and fix software bugs and glitches.
- Developed and maintained documentation, FAQs, and knowledge base articles to assist customers and support colleagues.
- Conducted code reviews and identified areas for optimization and improvement.
- Assisted in the development and testing of software patches and updates.
- Participated in on-call rotation for 24/7 support.
- Responded to customer inquiries and requests for technical assistance in a timely and professional manner.
- Investigated and resolved complex Java performance issues, memory leaks, and other system-related problems.
- Collaborated with customers to gather detailed information about issues, including logs and error messages.
- Worked closely with the development team to prioritize and implement bug fixes and enhancements.
- Conducted training sessions for customers and internal teams on best practices and troubleshooting techniques.
- Assisted in the development of automated tools for issue detection and resolution.