RESUME 

Shashidhar N

Salesforce Lead Developer - CRM

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**SUMMARY**

* Around6years of Certified CRM expert in Salesforce in **requirement Analysis, Design, and architecture, Development**, **Test**, **Deploy** and **Support** for Salesforce cloud Applications.
* Out of **6** years, about **6** years worked in India and Costa Rica (Central America) with major clients in US, UK and Europe.
* Worked from **onsite location** and gained completed knowledge of application to set-up offshore team.
* Great exposure on Consumer goods, Beverages, Medical systems, Computer hardware Computer Software and semiconductors domains.

**Salesforce Experience**

* Worked as Salesforce Administrator, Salesforce Developer, Lightning & LWC developer, Sales and Service cloud application components.
* Extensively worked on LWC components.
* Extensively worked on Salesforce application development using the customization, configuration, triggers writing SOQL and SOSL queries.
* Worked on Apex class components.
* Strong hold on visualforce pages, apex and data migration to salesforce from other databases.
* Salesforce administration including creating profiles, roles, users, page layouts, email services, approvals, workflows, reports, dashboards, actions, tasks and events.
* Executed all my assignments from client locations.
* Executed all my projects under Agile model.
* Great understanding in sprint planning, scrum calls, grooming sessions and sizing of user stories.
* Thorough knowledge on Jira, Rally and TFS agile tools.
* Worked on Form stack development.
* Worked on Salesforce DX.
* Good Experience in all modules of Salesforce.com.
* Great experience in Agile projects.
* Ability to manage multiple tasks in a competitive environment.
* Implemented various POC’s in lightning experience/framework.
* Excellent inter personnel Skills, Committed, Result Oriented hard working with a quest and keen to learn new technologies.

EDUCATION BACKGROUND

* Master of Technology in Computer Science and Engineering from R.V College of Engineering (RVCE) Bengaluru (India) in 2014.

EMPLOYMENT HISTORY

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| **Employer Name** | **Customer Name** | **Work Location** | **Duration** |
| Infosys Ltd | Intel Corporation | Bengaluru - India | Jan 2020 to till now |
| Infosys Ltd | Intel Corporation | Costa Rica | Apr 2019 to Dec 2019 |
| Infosys Ltd | Dell | Bengaluru - India | Aug 2018 to April 2019 |
| Cognizant Technology Solutions | Philips | Bengaluru - India | Dec 2017 to Jul 2018 |
| Mindtree Ltd | Unilever | Bengaluru - India | Mar 2017 to Nov 2017 |
| Mindtree Ltd | Coca-Cola | Bengaluru - India | Aug 2016 to Feb 2017 |
| Mindtree Ltd | Unilever | Bengaluru - India | Mar 2016 to Jul 2016 |
| Mindtree Ltd | Unilever | Bengaluru - India | Sep 2015 to Feb 2016 |

**KEY SKILLS**

Salesforce CRM : Design, Configuration, Customization, Lightning, Salesforce DX and Form stack.

Languages : Apex, Visualforce, Lightning Aura, LWC, Java Script, HTML and CSS

Operating Systems: WINDOWS, UNIX

Tools : Workbench, Data loader and Data import Wizard

**EXPERIENCE / ACCOMPLISHMENTS**

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| **Project**: Account & Contact Management (Feb 2020 to Dec 2020)  **Client**: Intel Corporation.  **Project Summary**: This project is developed for Account & contact management. This application is developed on completely Lightning Web Components (LWC).  **Responsibility in project**: Working as Technical lead, functional consultant and leading team of 3 members. Working directly with customer to get requirements. Developing lightning components, Apex classes, reports and dashboards as per requirements and implementing some requirements by using configuration. |
| **Project**: Intel NESSI (April 2019 to Dec 2019)  **Client**: Intel Corporation.  **Project Summary**: This project is developed to maintain purchased Intel product details. This application is developed on Lightning.  **Responsibility in project**: Working as Technical lead, functional consultant and leading team of 4 members. Working directly with customer to get requirements. Developing lightning components, Apex classes, triggers as per requirements and implementing some requirements by using configuration. |
| **Project**: High End Data Storage Devices CRM (Aug 2018 to April 2018)  **Client**: Dell  **Project Summary**: This project is developed to assist Dell EMC customers to assist cases related to their devices. This application is developed on Service cloud by work order.  **Responsibility in project**: Created data model according to architecture. Created reports, dashboards, validation rules, workflows. Worked on data migration. Developing various features using apex and visualforce pages. Working on case management system. Worked with middleware teams for integration. |
| **Project**: Customer Portal (May 2018 to Jul 2018)  **Client**: Philips  **Project Summary**: This project is developed for Philips customers to raise cases related to their products. With this all Philips can track their case status and details of all cases.  **Responsibility in project**: Developed lightning components and Apex classes. |
| **Project**: Customer Project Management (Dec 2017 to Apr 2018)  **Client**: Philips  **Project Summary**: This project is developed for Philips managers to track the Philips products which they are going to deliver to their customers.  **Responsibility in project**: Developed REST API to get existing data from SAP. Created external objects. Created custom OData connector to establish connection between SAP and External objects. Developed various features using apex and visualforce pages. Crated data model, page layout, validation rules, custom button and workflows. |
| **Project**: Unilever Salesforce DevOps (Mar 2017 to Nov 2017)  **Client**: Unilever  **Project Summary**: This project is developed in DevOps method. As part of DevOps, I had six already developed applications and I have to support some of the application as well as enhancement.  **Responsibility in project**: Developed and supported applications by using Apex, visualforce pages and trigger. |
| **Project**: Coca-Cola Sales CRM (Aug 2016 to Feb 2017)  **Client**: Coca-Cola  **Project Summary**: This project is developed to help the employees in daily order management for the orders which they will get from market. This project had set up for Business Shared Services.  **Responsibility in project**: Developed various features using apex/visual force pages, batch apex and triggers. Created data model as per project requirement Worked on case management system. Worked on profiles, permission set and OWD setting. |
| **Project**: Unilever – Plancraft Business School (Mar 2016 to Jul 2016)  **Client**: Unilever  **Project Summary**: This project is to train the employees through various retail business processes through a series of training modules, quiz and assessment.  **Responsibility in project**: Developed various features using apex/visual force pages. Managed huge amount of data for complex data model of the project. Used data loader - Lookup for the same. |
| **Project**: AM I WINNING (Sep 2015 to Feb 2016)  **Client**: Unilever  **Project Summary**: The project is developed to assist Unilever managers about Unilever products. This will give daily performance statistics of Unilever products in their regional markets. This will give a chance to compare their performance of Unilever products against their Unilever products  **Responsibility in project**: Created data model according to architecture. Created reports, dashboards, validation rules, workflows. Worked on data migration. Developed various features using apex and visualforce pages. |

**Certifications**

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| * Salesforce Certified Platform Developer I | C:\Users\Suresh\Desktop\SFU_CRT_BDG_Pltfrm_Dev_I_RGB.jpg |
| * Salesforce Certified Administrator |  |
| * Salesforce Certified Platform Developer II | C:\Users\snarux\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\918F5BDD.tmp |
| * Salesforce Certified Sales cloud consultant | C:\Users\snarux\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\901876F3.tmp |

**Personal Profile**

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| Date of Birth | 17-June-1990 |
| Gender | MALE |
| Languages Known | English, Hindi, Telugu, Kannada and Tamil |
| Nationality | Indian |
| Marital Status | Married |