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| **Professional Summary** |

* Over **7**+years of IT and **Salesforce.com CRM** involved in Administration, Configuration, **Customization**, **Development**, Testing, **Deployment**, **Data Migration**, Integration and **Lightning**.
* Worked on different projects which involves Software Development Life Cycle (SDLC) and **Agile** **Methodology**
* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with **Salesforce platform**.
* Experience in **Salesforce Customization**, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using **Lightning Application, Apex Classes**, **Visual Force Pages, Classes, Controllers, Triggers,** Custom Objects**, Reports and Dashboards, Profiles,** Creating Roles**,** Page Layouts, **Org - Wide default, Sharing rules, Work Flows**.
* Worked on **Lightning Process builder** andflows**.**
* Hands on experience in writing queries using **SOQL**and**SOSL** in **Apex Classes**, **Batch Class**, **Scheduled Classes** and **Triggers**.
* Creating Custom Apps, Custom fields**, Profiles, Applying Sharing Rules**, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, **Validation Rules, workflows**, approval processes.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader** and **Import Wizard.**
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Extensive experience with various Salesforce **deployment** methodologies including **Change sets**, Force.com Plug-in environment, **Ant Migration** tool kit and Eclipse.
* Familiar with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash**. Generated Revenue recognition status automatically with Steel Brick **CPQ**.
* Experienced working with various App exchange products or **CPQ products** like Salesforce CPQ (formerly **Steel Brick CPQ**), **APPTUS**
* Strong knowledge of SFDC standard data structures and familiarity with **Data loader** and **Import Wizard.**
* Provide technical architecture strategy and guidance for **Salesforce rollouts**, and assist with design for adoption strategy.
* Experience working with **Sales cloud** and **Service cloud**.
* Good Experience on **Web services**.
* The main responsibilities include design and development and maintenance of application based on clouds concept. Used **JavaScript, HTML** and **CSS** as Client side languages.
* Worked Developer and as well as a Business Analyst for **full-cycle projects**, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.

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| **Educational Qualifications** |

Master of Science from D.LR Degree & PG College with **81%** of aggregation affiliated with ANDHRA UNIVERITY. in 2011.

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| **Experience Summary** |

* Currently working as, a **Technical Lead** in **TRIANZ Holdings Pvt. Ltd**. Hyderabad from Nov- 2018 to till date
* Working as a Senior Associate Consultant in **Infosys Limited** Hyderabad from Jan-2015 to Nov-2018.

### Working as a Software Engineer in Prokarma Softech Private Limited in Hyderabad from Sep-2012 to Dec -2014.

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| **Technical Skills:** |

**Salesforce:**Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

**Salesforce Tools:**Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production)

**Integrating Tools:**Apex Data Loader, Import Wizard, Data Export, Mass Delete

**Languages:**Apex, C, C++, SQL, SOQL, SOSL.

**Web Technologies:**HTML, CSS, Java Script.

**Project #1 :**

**Title : Amgen Inc**

**Client : Amgen Inc**

**Role : Technical Lead**

**Module : Comprehensive Compliance Control (C3).**

**Description:**

The Comprehensive Compliance Control (C3) system will be a new central system for managing and approving compliance requests for establishing contracted relationships with independent parties external to Amgen (e.g., speakers, research institutions, consultants, advisors). Compliance requests are submitted by internal and external users. Multiple request types are submitted into the system for approval by the compliance operations organization. The approval process includes a compliance gate to ensure that proper compliance controls are enforced – including Amgen and regulatory policies such as Fair Market Value, speaker exclusions and conflict of interest analyses. The system then supports the ability to enable the contracting process with external third parties (Speakers, Consultants, Advisors, etc.) to define the final terms of Amgen relationships. The last element of the system scope is to, in certain cases, generate payment requests OR allow the compliance operations team to review and approve externally generated payment requests to be integrated with the Amgen financials systems for final payment processing for service rendered with external parties.

**Roles & Responsibilities:**

* Involved in the requirements gathering and data model design.
* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.
* Created user Roles and Profiles, security controls and shared settings.
* Created Custom objects and also worked on Standard objects.
* Developed various Custom Objects, Tabs, **Master-Detail**, Lookup relationships, Formula fields, validation rules.
* Created **Custom Report Types**.
* Scheduled **Apex Batch** **jobs** for processing large records..
* Developed various **Apex classes,  Apex Triggers**, and **Controller classes** for various needs in the application.
* **Upgraded** some Apps from **Salesforce Classic to** **Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Lightning Process builder** flows, **Chatter** and **quick Action**.
* Insert, update, upsert and deleted data by using SOSL and **SOQL** in the Data Loader as per the user requirement.
* Involed in creating **Visualforce pages** as per user user requirement.
* Imported data by mapping to business objects in CRM system using Apex data loader and Import/Export Wizard.
* Deployed the component using **ANT** from Sandbox to UAT Environment.
* Developed Reports and Dashboards

**Project#2:**

### Telstra

### Client : Telstra Telecommunication.

1. **Role**   **: Salesforce CPQ Analyst**
2. **Technology** **:** Salesforce CRM, APEX, Visual force.

**Description:**

Telstra is Australia's largest telecommunications and media company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other entertainment products and services.

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Worked on **Apttus CPQ** configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using **uses roles,** **profiles**, **permissions, public groups, queues, OWD, sharing rules** etc.
* Worked on integrating Salesforce with 3rd party products, ideally using web services on **REST API** based integrations.
* Created new user accounts and configured Salesforce.com to fit security needs at the user and organizational levels.
* Implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, sharing rules and Approval Processes for automated alerts, field updates**, and Email generation according to application requirements.
* Performed **Steel brick CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented inbound email handler interface for creation of records in salesforce based on the email received using apex class & created data dictionary and field level mapping of salesforce and **Siebel CRM systems** for integration and migration, performed data migration using data loader.
* Pricing factors like variance pricing, volume-based pricing, attribute-based pricing has been configured using **Steel brick CRM**.
* Integrated Steel brick and Salesforce integration for automating quoting, contracting and billing process.
* Good expose on apex classes, triggers, visual force pages, custom objects and standard objects, reports, dashboards, workflows & approvals, batch apex, canvas app, scheduler apex and sites.
* Implemented **Quote-to-Cash solution** using **APTTUS CPQ**. Good understanding of the **Apttus CPQ.**
* Design, styling in **lightning component** and building **custom lightning component** using IDS & worked with cloud technology and on premise infrastructure integration for salesforce.com.
* Debugging and analyzing of apex code / generated exceptions using developer console to view debug logs, execute SOQL as well anonymous code and use checkpoints & to prepare documentation covering design, code, errors, and recovery procedures.
* Have managed the queue to provide prompt support to end users to resolve issues with salesforce and related applications & conducted weekly demos of new functionality for business stakeholders.

**Project#3:**

. **Client : ABInBev , Brazil**

**Project: ABInBev**

**Role : Salesforce.com Consultant**

***Description:***

**‘ABInBev’** is a web portal based primary distribution management tool for Westfield’s employees it, allows investors and customers to interact with West Field Group. It is a CRM application built on Salesforce.com CRM solution and provides a single place to manage and view everything about the clients like its Account detail, contact information, pending orders, cases in pipeline.

***Responsibilities:***

* Worked as enhancement team member and performed the roles of **Salesforce.com Analyst / Developer** and **Administrator** in the organization
* Responsible for setting up login restrictions and resetting the user passwords
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**
* Implemented web based **Customer management service – Web to Case** (on **Case Object**) to track and solve customer’s issues
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Designed various Webpages in **Visual Force** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry
* Worked on various **salesforce**.**com** standard objects like **Accounts**, **Contacts**, **Cases**, Opportunities, Products, Opportunity Line Items, **Leads**, **Campaigns**, **Reports** and **Dashboards**
* 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
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Involved in **data mapping** and **migration** of data from legacy systems to **SalesForce.com** Objects and fields
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com SObjects. Used it to read, extract, and load data from **comma separated values (CSV)** files
* Defined **lookup** and **master-detail** relationships on the objects and created junction objects to establish connectivity among objects
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic
* Created **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes

**Project #4 :**

**Client : Apple Finance Services
Organization :** **Apple**

**Team size :** 4
**Tools :** Force.com IDE, Apex Data loader.
**Role : Salesforce Administrator.**
**Description:**
Project involved sales and support functionality, mostly customization of standard objects with some additional custom objects.
**Responsibilities:**
• Created user Roles and Profiles, security controls and shared settings.
• Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
• Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
• Implemented field level security, profiles and audit trail setup.
• Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
• Provided the training to the internal business users to use the application and develop their own custom reports.
• Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams

**Declaration:**

**I hereby declare that the above details are true and to the best of my knowledge. Place:   Hyderabad.    (Jani.)**