



**RAVINDRA EJJADA**

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## EXPERIENCE SUMMARY

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- Total 4 years of Experience in capturing client requirement, Designing, Development, Configuration, Implementation in CRM and Salesforce applications.
- Salesforce **Certified** Administrator and Developer.
- Extensive experience in developing **APEX classes, Triggers, Visual Force page controllers , LWC and Force.com API.**
- Developed **Test Classes** to ensure the code coverage of the Apex Classes and Triggers.
- Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
- Good Experience in Integrating Salesforce.com with other internal/external applications using **SOAP and REST** based web services.
- Sound Experience in **Object Oriented Programming** concepts and embedded **JavaScript** in the Visual force pages , Lightning Components.
- Experience in working on **Lightning Web Components.**
- Scheduling the Batch jobs for different batches through **Batch Apex.**
- Used **Data Loader and Data Import Wizard** for bulk import or export of data in Salesforce.
- Proficiency in administrative tasks like creating **Profiles, Roles, Users, Workflows, Approvals, Reports & Dashboards, Formula fields and Validation rules.**
- Worked on developing **Page Layouts and Record Types** for various custom objects.
- Extensive experience in designing various **Look-up Relationships, Master-Detail Relationships and Junction Objects.**
- Implemented **Security and Sharing rules** at object, field and record level for different users at different levels of organization.
- Implemented **Web-to-Lead and Email-to-Case** functionality in Lead and Case objects.
- Worked on creating and assigning **Profiles, Object level Security, Field level security, Roles.**
- Experience in **Agile Methodology** and ability to work independently in a collaborative team environment.
- Good communication and inter-personal skills involving in Scrum calls and Client meetings

## EDUCATION

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**SRKR Engineering College, India**

*Bachelor of Engineering, Electronics and Communication*

*Sep 2012 – Apr 2016*

*Percentage: **82.10%***

**Sri Satya Junior College, India**

*Mathematics, Physics and Chemistry*

*Jun 2010 – Apr 2012*

*Percentage: **96.8%***

**Class X, Nirmala High School, India**

*April 2010*

*Percentage: **90.0%***

## **PROFESSIONAL EXPERIENCE**

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### **Project 2:**

**Tata Consultancy Services, Hyderabad**

Client: **Proximus-Belgium**

Role: *Salesforce Developer*

**Full - Time**

***Sep 2017 - Present***

### **Project Description**

Proximus is a telecommunication & ICT company operating in the Belgian and international markets, providing services to residential, enterprise and public customers.

Proximus users raise issues for making improvements to the current existing environment. We implement Continuous improvements using agile methodology so that overall business operation becomes customer friendly and runs smoothly.

### **Project Responsibilities**

- Involved in gathering requirements from the business and implementing those in Salesforce.com.
- Developed various Triggers, Apex Classes, Visualforce pages to fulfil business requirements and automate the flow accordingly.
- Created multiple custom objects, custom fields, relationship between two objects, page layouts and record types.
- Developed different Validation Rules to ensure that the valid data is being entered into the organization.
- Developed workflow rules, approval processes and used Process Builder, Visual flow to automate the business process as per requirement.
- Handle inbound user requests and respond to them in a timely manner in our ticketing system.
- Resolve technical issues through debugging, research and investigation.
- Deployed the changes from developer sandbox to pre-Prod and then Fullcopy sandbox for QA testing and then finally to Production organization using Change-Set.
- Support QA efforts during implementations and rollouts of new system features
- Worked on Admin tasks like user Login issues, Data cleaning, Creating Reports and Dashboards for the business as per user requirements.
- Execute data loads, set up and manage security, user permissions, password resets, break/fix instructions and data access. Sustain security which will include sharing rules and security levels. Designed, create and maintain user roles, profiles, hierarchies and monitor application storage usage and archive data daily.
- Perform troubleshooting of production issues, updates for minor Cases and tickets requiring minor changes and enhancements to existing functionality.
- Have good functional knowledge and provide good customer experience through timely and appropriate communication as well as following through till issue resolution.
- Create and maintain thorough, up-to-date, functional and technical systems documentation

### **Project 1:**

**Tata Consultancy Services, Hyderabad, India**

Client: **Proximus-Belgium**

Role: *CRM Administrator*

**Full - Time**

***July 2016 - Sep 2017***

### **Project Description**

The scope of this project is to support Proximus CRM Run and Maintenance where we work with Global Key Users during Application Support and Enhancements.

### Project Responsibilities

- Deployment activities for the monthly sprints in all the environments which includes bug fixes and additional functionalities using People Soft.
- Performing multiple CRUD operations as a system admin on Cases, Leads, Opportunities, Mandates, Tasks, Interactions etc.,.
- Managing Database, Servers and Customer raised incidents.
- Exporting large tables data to other Databases using Data pump via SQLLoader .
- Built clean up scripts & automated multiple checks which monitors our application TAT.
- Monitoring & Providing strategy for performance improvement by enabling tracking on all customer Interactions.
- Reaching out to business users, current customer & partners on new changes.
- Detecting multiple Defects and fixing them based on priority in the upcoming Releases.
- Refresh activities and tasks assigned to us in other application deployments.

### TECHNICAL SKILLS

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<b>Salesforce Technologies</b>	APEX Trigger, APEX Classes, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Validation rules, Formulae, Page layouts, Record types, Workflow & Approvals, Dashboards, Reports. Custom Objects, Force.com, LWC.
<b>GUI and Tools</b>	Data Loader, Change Set, Workbench and Force.com.
<b>Languages</b>	Apex, Visualforce, SOQL, LWC, Core Java, Basic Knowledge on Javascript, HTML/CSS , Unix/Linux commands.

### ACHIEVEMENTS

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- Received best performance overall performance band for FY 18-19,19-20.
- **STAR PERFORMER** award in 2019 for overall performance in understanding, providing quick and effective solutions to issues on several occasions.
- Won 2<sup>nd</sup> prize and awarded with TCS Gems in Data privacy quiz.

### ACTIVITIES OUTSIDE WORK

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- Contributed to several CSR initiatives like TCS purpose4Life, TCS Fit4Life, TCS Maitree aimed at various walks of life education, health and environments.
- I spend my off hours in playing Basketball or Badminton and I have won many trophies for my company in Corporate tournaments.

### DECLARATION

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I hereby confirm that all the particulars mentioned above are correct to the best of my knowledge and supporting relevant documents would be produced as and when required.

E.Ravindra