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| HARIKA PUNNAM |
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| **Career Objective:** |

To secure a challenging job in an organization where I can utilize my knowledge for the organization’s growth, and which allow me to grow up my technical and managerial skills.

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| **Professional Summary:** |

* Over 3+ years of experience in Salesforce Development.
* Currently working in Accenture as Application Development Analyst.
* Experienced and Certified Salesforce developer and Administrator

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| **Technical expertise:** |

* Thorough knowledge on Salesforce OOB configurations like: Custom Objects, Object Relationships, Roles, Workflow Rules, Process Builders, Approval Processes, Flows, Email Alerts, Email Templates, Validation Rules, Sharing Rules, Duplicate Rules, Matching Rules, Page Layouts, Record Types, Translation Workbench, Permission sets and Profiles.
* Efficient knowledge and experience on Apex Triggers, Apex Classes and Lightning Components.

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| **Project Experience:** |

**Project #2** : Intel

**Role** : Salesforce Developer

**Duration** : Jun 2018 to present

**Project Description:**

The project was to bring all programs the client had maintained in different system to one Salesforce environment. Utilized the market development funds to implement the business process from scratch.

**Roles and Responsibilities:**

* Working as Salesforce Developer in an Agile Project. (SCRUM methodology).
* Worked on Lighting Component which has features like: Upload Document, Manage Document, Sharing Document, Download All Attached Documents, and conditional Enable/Disable of upload button.
* Implemented Apex Triggers using the trigger framework.
* Managed to deliver the optimized code with minimal Defects within deadlines.
* Followed best coding practices during development.
* Has efficient knowledge in writing test classes with above 90% code coverage.
* Worked on Salesforce OOB configurations.
* Involved in deployment and project on-live activities

**Project #1** : Pivotal

**Role** : Salesforce Developer

**Duration** : Feb 2018 to Jun 2018

**Project Description:**

Pivotal is a software and service-based company. The project was about customer service portal developed to resolve issues about the software’s developed by the client.

**Roles and Responsibilities:**

* Worked on service cloud objects like account, contact, user, case, entitlements, knowledge articles.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Configured Customer Service Template community.
* Worked on developing workflow rules, email-to-case, apex classes and triggers.
* Built technical documents

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| **Tools:** |

**Development Tools** : Force.com

**Deployment Tools** : Copado

**Source Control** : GitHub

**Tools**  : Data loader, Import Wizard, Workbench, Visual Studio

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| **Certifications:** |

* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer 1
* Salesforce Certified Community Cloud
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant
* Copado Certified Administrator
* Copado Certified Developer

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| **Education Qualification:** |

* Bachelor of Technology in Food Technology from Osmania University with 90.9%
* Intermediate from Sri Chaitanya Jr. College with 90.5%
* 10th from Triveni Talent School with 93%

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| **Personal Details:** |

**Date of Birth**  : 26th December 1996

**Languages Known** : English, Hindi, Telugu

**Passport Number** : P7720659