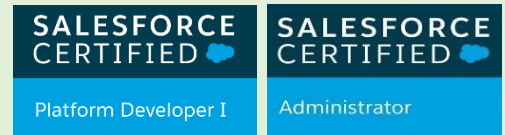


**Dr. Ganashree T.S (PhD,Mtech,BE)**



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*Seeking a challenging position in IT domain, where skills and knowledge in the field of design, production and development will be utilized to the fullest*

## **WORK EXPERIENCE**

- With 4.2Years of experience in IT industry and the total experience spent in implementing Salesforce.com CRM applications which includes both configuration and customization
- Hands on experience in implementing lightning pages
- Working as a Salesforce Developer with commendable experience in Sales Cloud. Good at both classic and **Lightning Development**.
- Good at implementing **Salesforce declarative configurations** (Salesforce objects, Fields, Validation rules, Workflows, Approval Process, Process Builder, Custom settings, Custom Permissions, Profiles, Permission Sets).
- Involved in **SFDC Application** Setup activities and customized the apps to match the functional needs of the organization.
- Experience in **Lightning Development**, and Knowledge in **LWC**
- Proficient in designing of **Custom objects, Custom components, Custom fields, Page layouts, Custom Tabs, Custom Application, Custom Labels**.
- Extensive experience in creating Roles, **Profiles, Actions, Reports, Dashboards, Outbound messaging, Permission Sets**.
- Having good experience with **Formulas, Process Builder, Flows, Work flows**
- Implemented **Security and Sharing rules at object, field, and record level** for different users at different levels of organization.
- Configured the **Email-to-Case, Web-to-Lead** functionalities.
- Experience in Other Admin features like **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers, etc.**
- Used data migration tools such as **Apex Data Loader, Salesforce Import and Export Wizard**.

- Hands-on experience on Force.com platform like – Visual force **Pages, Apex classes, Apex Triggers, Batch Apex and Scheduling Apex etc.**
- Have good experience in **Test Methods**, and writing **SOQL** and **SOSL** queries.
- Have experience with **Batch Apex** and **scheduled Apex**

## **Certification**

- PD1 -Certified from salesforce
- Admin certified from salesforce

## **Technical Skills**

Languages	Apex Programming,
CRM	Salesforce.com CRM
Tools	Force.com IDE, Data loader, Visual studio Code
Web	HTML, CSS, Framework, Visual Force, JavaScript
Technologies	Sales cloud, SFDC Lightning, Service Cloud
Database	SOQL, SOSL

## **Professional Experience**

- Working as Software Developer in DELFI INFOTEC SYSTEM PVT LTD  
From Jan 2019 till date
- Worked as Assistant Professor at East Point College of Engineering from Aug 2010 to July 2016

## **Education Qualification**

- Awarded Ph.D. In the year 2016 from VTU, Belgaum(ECE)
- Awarded M.Tech: In the year 2010 from SSIT, VTU ,Belgaum(ECE,FCD)
- Awarded B.E: In the year 2005 from BCE, VTU ,Belgaum(ECE,FC)

## **Project Experience**

### **PROJECT 1:**

**Project Title** : Employee Management System  
**Environment** : Administration, Visual force, Apex  
**Role** : Salesforce Administration

**Description:**

Employee Management System is the on boarding application for employees joining new into the organization. Employee details will be entered into the application by Admin which will be then sent to HR for validation. Once validated, employee details will be added into Salesforce Cloud.

**Responsibilities:**

- ✓ Developing Visual force pages for employee management
- ✓ Build Apex classes for fetching data and uploading into application
- ✓ Unit testing the code for defects identification and fixing

**PROJECT 2:**

**Project Title** : Amey – Field Service Lightning  
**Environment** : Salesforce.com, Field Service Lightning.  
**Role** : Salesforce Administrator and developer  
**Technology** : Salesforce configuration and development

**Description:**

Amey is a United Kingdom based infrastructure support service provider. United Utilities Water Meter System (UU Water Meter System) is under Amey which provides infrastructure support services like water meter installation.

**ROLES & RESPONSIBILITIES:**

- Salesforce Developer
- Experience in Creating Roles, Profiles and Custom Objects & implemented FLS as per requirement
- Developed various Triggers, Validation rules, Apex Classes and other customizations.
- Involved in weekly project meetings throughout project life cycle.
- Amended quick actions in Case & Work Order objects
- Worked on Field Service Lightning(FSL).

**PROJECT 3:**

**Project** : Proxio Life Insurance

**Environment** : Salesforce.com CRM, Visual force page, Change sets, Field Service Lightning  
**Role** : Salesforce Developer

**Description:**

Proxio offers a comprehensive array of features and functions in sales, marketing and service and support automation as well as numerous custom applications. Proxio helps to manage activities such as marketing campaigns, sales opportunities, customer service, and technical support. Proxio includes prebuilt applications for customer relationship management (CRM) ranging from sales force automation to partner relationship management, marketing, and customer service.

**Key Activities Performed:**

- ✓ Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- ✓ As a Salesforce developer I was responsible for gathering requirements and provide solution to the client.
- ✓ Created new user Accounts and assigned profiles as per their role hierarchy.
- ✓ Defined Org wide default to restrict access from users.
- ✓ Defined Lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ✓ Defined Org Wide Default to restrict access from users.
- ✓ Customized Page layouts for Standard/ Custom objects and assigned Record types.
- ✓ Created Field Dependencies, Data Validation rules, Workflow rules, Assignment rules and Formulas as per business requirement.
- ✓ Taking back up data (Monthly or Weekly) to .CSV file based on User request using Data Loader.
- ✓ Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports and Dashboards.
- ✓ Developed Visual force pages, Apex Classes, Controller Classes, Extensions, and Apex Triggers for various functional needs in the application.
- ✓ Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- ✓ Created and used Email templates in HTML and Visual Force.
- ✓ Created Email templates, Approval Processes, multi-step Approval Processes as per the requirements and defined approval actions on them to automate the processes.