**E Dinesh Gupta**

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# *PROFESSIONAL SUMMARY*

* Having 3+ years of experience in IT industry which includes Customization, Configuration in Salesforce.com
* Having Experience on creating Apps, Objects, Fields, Record types, Page layouts, Validation rules, Rollup-summary fields, Field dependences
* Involved in Support and enhancements, unit testing and test coverage for triggers and Apex classes.
* Good Exposure on Apex Classes, Triggers, Visual Force pages, Custom Objects and Standard Objects, Reports, Dashboards, Workflows & Approvals.
* Implemented Security Controls at Object, Field and Record level for different users at different levels of organization and created various Profiles and Permission Sets.
* Have worked in Reports& Dashboards, Deployment from Sandbox to Production and data base operations (SOQL and SOSL).
* Having Experience in Profiles, permission sets, and Account Sharing rules based on the Users requirements.
* Experience in Data Uploading Using Data Loader, Import Wizard and Change sets to move the data and deploy the applications.

# *EDUCATION DETAILS*

* **Master of Technology-(M Tech)** from Aurora Scientific & Technology Institute.

# *TECHNICAL SKILLS*

**Salesforce CRM Technologies:** Profiles, Permission Sets, Roles, Sharing Rules, Apex Classes, Triggers, Visual Force Pages, Batch apex, scheduled job, Workflows& Approvals and Reports & Dashboards, Custom Reports.

**Salesforce CRM tools:** Data Loader, Import Wizard and Change sets.

# *PROJECT SUMMARY*

***Project* 1:**

**Title: Service Care Application.**

**Client: Avaya**

**Technologies:** Apex Class, VF Pages, Triggers, Validation Rules, Profiles, Permission Sets, Territories, Reports & Dashboards, Custom Report Types, Sharing Rules.

**Description:** “**Avaya** Service care Application” is a CRM application designed for telecom companies to perform customer management activities like maintaining customer records, processing work orders, service activation and support services. A powerful customer information system will help the CSR (Customer Service Representative) to organize business-critical customer data more efficiently.

***Roles and Responsibilities:***

* Involved in configuring profiles, roles, security controls etc.
* Involved in writing apex classes, visual force pages and triggers, batch job.
* Developed SOQL Queries for Insert & update the fields of Custom Objects based on the requirements
* Involved in customizing Dashboards, page layouts etc.
* Involved in report generation according to client requirement
* Customized Apps, Objects, Tabs etc using SalesForce.com Tools
* Involved in customization of Lookups
* Involved in customization of pick lists
* Involved in configuring profiles, roles, security controls etc.

***Project 2:***

Project Title : Expanse Management

Client Name : RSA Insurance

**Technologies:** Apex Class, Apex Trigger, Visual force pages, Component & Controllers and Extensions, Test Class, SOQL & SOSL, Workflow & Approvals, Reports & Dashboards, Custom Report Types, Sharing Rules.

**Description:** Loan I Qis used by leading financial institutions worldwide to optimize, automate and develop their lending business. Leading financial institutions worldwide to optimize, automate and develop their lending business use loan IQ. From highly structured syndicated lending to high volume bilateral lending, Loan IQ can meet all loan processing system requirements.

***Roles and Responsibilities:***

* Working on Designing of Objects and relationship mapping in Salesforce.
* Involved in writing apex classes, visual force pages and triggers, batch job.
* Developed SOQL Queries for Insert& update the fields of Custom Objects based on the requirements.
* Involved in designing custom objects, custom fields, page layouts, customizing tabs, custom reports, report extractions to various formats, Snapshots, Dashboards etc.
* Customized Apps, Objects, Tabs, customization of Lookup, Dependent Pick Lists etc. using SalesForce.com Tools
* Involved in Involved in configuring profiles, roles, security controls, Territories, Account sharing rules etc.
* Involved in Validations Rules and Workflow approval process, alerts etc.

***Project 3:***

**Project Title**  **:** Travel Support Process

**Client** : Case Central Inc. USA

**Description:**

We need to customize a Travel Request Form, where it is available for all the employees in their employee canter login, an employee has to fill it up based on his business trip. Then it has to intimate to the supervisor through an email alert. Supervisor has the right to change the status of the approval. Based on the approval status, it has to intimate to accounts team to get the final approval through an email alert. Along with the e-mail alerts, we need to setup list view on dashboard to get the recent pending requests. Also, need to customize saved searches based on the approval status. This process involves scripting to validate total cost from different cost fields, date validations, and the other data validations.

**Roles & Responsibilities:**

* Responsible for developing apex classes, triggers and workflows.
* Designing Roles / Profiles to ensure data accessibility to authorized users.
* Customization includes development of visual force pages & apex controller.
* Developed SOQL Queries for Insert & update the Fields of Custom Objects as well as S-object based on the requirements.
* Developed VF Pages based on the Action Polar & Action Support.
* Involved in creating wrapper classes based the client requirement.
* Data migration involves-bulk CSV import/export, data loading with respective record field mapping. Moving code to production from Sandbox.
* Created objects, custom fields, tabs in Salesforce.com.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.

# *PERSONAL SUMMAY*

* Father’s Name : E Chandra Prakash
* Date of Birth : 14 APR 1989.
* Nationality : Indian.
* Marital Status : Married.
* Languages Known : English**,** Hindi and Telugu.

**E Dinesh Gupta**