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Professional Summary:

- 6+ years of Overall IT experience and 4+ years of experience in Salesforce.com CRM platform.
- **Worked on various Lightning Web Component related project responsibilities.**
- **Strong exposure to LWC programming.**
- Experience In Working on Web Services and giving solutions by **SOAP** and **REST** Integrations.
- Experience in **Development, Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
- Proficient Knowledge in **Salesforce Lightning UI, Lightning programming.**
- Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features.**
- **Strong exposure to Lightning Web Component solutions.**
- Proficient knowledge of **Governor limits.** Experience in optimization of existing code in accordance to the governor limits.
- Participated in all stages of **Software Development Life Cycle (SDFC)**
i.e., System Analysis, Design, Development and Testing Expertise.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites.**
- Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects.**
- Developed **Apex classes** using other platform based technologies like **Force.com IDE.**
- Experience in creating various **Reports (summary reports, matric reports, pie charts, dashboards and graphics)** and **Report Folders.**
- Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

Summary of skills:

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers Data Loader, Reports, Dashboards, Force.com IDE
Languages	APEX, Javascript,HTML,CSS.
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production).
Operating systems	Windows 98/NT/XP/Vista/7/8,10,11 Linux.

PROFESSIONAL EXPERIENCE:

Company : Agreeya Solutions Pvt Ltd.

Client : Telstra,Australia

Work duration: June 2021- Present

About Client: Telstra Corporation Limited is an Australian telecommunications company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other products and services. They use various standard features of Salesforce for business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, in this project on Salesforce.

Roles and Responsibilities:

- Effectively took part in sprint planning to understand and achieve the requirements.
- Analysed the business process of client and then involved in creating the application and data model Required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Customized page layouts for Cases depending upon user profiles and created permission sets where necessary.
- Responsible for setting up Filed Level Security.
- Developed custom Workflows and Assignment Rules for cases.
- Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules.
- Created and used Email templates in HTML and Visualforce.
- Involved in end-to-end testing and gathering feedback from business users.
- Implemented Various Flows for Operations on Several Custom Objects.
- Developed and updated Various Apex classes, Apex Triggers and LWC Components.

Company: VSN Information & Technology Pvt Limited, India.

Client: BCBS, USA

Work duration: February 2019 – June2021

About Client: BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Responsible for setting up Field Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data holder fields.
- Created and used Email templates in HTML and Visualforce.
- Involved in end-to-end testing and gathering feedback from business users.
- Developed and updated Various Apex classes, Apex Triggers and LWC Components.

Company: Caliber Technologies Pvt. Ltd, India.

Client: Hetero

Work duration: February 2017- February 2019

About Client: Hetero is an Indian pharmaceutical company and the world's largest producer of anti-retroviral drugs. They use an Independent Product QAMS (Quality Assurance Management System) from Caliber which has been developed based on the Requirements to converting the Present manual Process into Software system.

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and provided the inputs for modification of Standard QAMS product to meet the Requirements.
- Involved in QAMS application setup and customization to match the functional needs of the Company.
- Worked as Product Consultant governing user account creation, personal information setup, password reset, Roles & Profile creation.
- Created Reports based on the requirements.
- Explained the Functionalities to Users and guiding them in Understanding the Process.

Educational Qualification:

Name of College/School	Standard	Duration
ACE Engineering College(JNTUH University)	B.Tech(Electronics and Communication)	2012-2016
Sri Chaitanya Junior Kalasala	Intermediate	2010-2012
Usha E.M HighSchool	VIII – X	2008-2010