### NAGA SWAPNA NAKKA

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**Professional Summary**

**Salesforce Developer along with Lightning expertise** with a strong record of client satisfaction. Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical, technical and communication skills.

**Core Qualifications**

* Having around **4** **years** of total IT experience as Salesforce Developer.
* Experience in **Salesforce Development and Design.**
* Experience in **Field Service Lightning and Youreka.**
* Strong experience in Microsoft **Excel**.
* Experience in creating Custom Objects, Custom Tabs, Custom Apps, Validation Rules, Page Layouts, Record Types, Relationships, Sharing Rules, Data Migrations.
* Experience in Java, Apex - **Salesforce**, **Visual Force**, **SOQL, SOSL**, **Lightning**–**Aura, Lightning-Flows**.
* Proficient in data migration of Standard Objects (Opportunity, Lead, and Account) using the tools like Data Loader and Workbench.
* Created different Validation Rules to ensure that the valid data is being entered into the Organization.
* Automated processes using Salesforce out-of-box functionalities such as Process Builder, Workflows, Formulas, Assignment Rules, E-mail Alerts & Approvals.
* Have **PD1 certification, App Builder certification** and **Administrator Certification.**
* Conducted training sessions for End users and testing teams.
* Excellent skills in creating/troubleshooting/modifying Apex code and Visual force pages.
* Experience in writing Test classes for Apex classes and triggers with the code coverage of at least 85% on each and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.
* Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experienced in Creating Roles, Profiles, Users, Service Resources, Service Territory, User Territory, Email Templates, Page Layouts and Actions.
* Good knowledge of 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 permissions based on the organizational hierarchy.
* Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* High oral and written communication skills.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent communication and problem-solving skills.

**Roles and Responsibilities across Engagements**

* **Worked as Salesforce Developer for Roche Diagnostics** in **Tech Mahindra**.
* **Working as Salesforce Developer for PG&E in Cognizant Technologies.**

**Technical Skills**

**Platform**

Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, VisualForce (Pages, Components & Controllers), Lightning (Aura).

**Languages**

Apex, Visualforce, SOQL, SOSL, Lightning (Aura), Java, JavaScript.

**Work Experience**

1. **Cognizant Technologies** as Programmer Analyst from July 2021 to till date.
2. **TechMahindra Ltd.** As an Associate Software Engineer from Apr 2019 to July 2021.

**Projects Coordinated**

**Pacific Gas and Electric Company, Inc. (Cognizant Technology Solutions)**

Gas Pipeline Operations and Maintenance (GPOM) division of Pacific Gas and Electric Company (PG&E). It provides a robust environment for all operational activities from Maintenance Planning to Closure & Settlements in the context of Enterprise Asset Maintenance and Management. GPOM implements dashboard which provided all the details related to maintenance work of the specific Gas Station to its Gas Supervisor. Youreka forms application integrated with Field Service to providing a one-stop mobile solution for Gas Technicians to view all details of Maintenance work assigned to them (in the form of a Digital Binder); complete actions to complete the work in Online and Offline mode besides allowing recording of Measurement Point Readings of the Assets during on-field maintenance execution.

**Role as Developer:**

* Performed Salesforce Administrative tasks on a regular basis like creating various Custom Application, Roles, Profiles, Custom objects, Tabs, Page Layouts, Validation Rules, Field Creation, Approvals, Custom Formula Fields and Configured the permissions based on the requirements of the organization.
* Worked on various modules in the project which includes customizing the application as per the business needs.
* Analyzed and converted the existing workflows and Process Builders to Lightning Flows.
* Migrated large volume of external data on to salesforce .com using Apex Data Loader as part of data management functions.
* Created Work Orders, Service Appointments, Work Order Line Items, Work Types, Service Territories, Service Resources, Operating Hours objects of Field Service Lightning App.
* Created Field Sets for FSL to show in Dispatcher Console and Youreka apps.
* Auto creation of Service Appointments based on Work Type.
* Created Total duration on Work Orders based on Work Order Line Item duration.
* Worked on creating templates and forms in Youreka. Worked on apex code for automatic generation of forms on dispatch of Service Appointments.
* Created validation rules on Youreka objects, upgraded Youreka managed package.
* Written flows on status change of forms to change the status of related objects.
* Created Service Appointment Bundling to simplify the dispatcher’s work by treating a set of relatively small service appointments as one, large unified job.
* Implemented in Dual role feasibility to users who supports both roles.

**Roche Diagnostics (Tech Mahindra)**

CLM Evolution (Contract Lifecycle Management), is the Salesforce instance of Roche Diagnostics, the strategic business unit. This project involves Sales Process like Syncing of Quote Line Items with Opportunity Products. Stores the Products selected by the users under Opportunity Product. Gathers the Product/instrument related information from the users and sends to GDC through integration and in response GDC generates final cost of the instruments for customer through Quote and Quote Line Items.

**Role as Developer:**

* Worked on User Requirements in Rally to successfully implement different functionalities.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Ensure Functional requirement for the integration is met.
* Developing the user stories as per business requirement.
* Worked on Apex Classes, visual force pages, Triggers, VF Components, Workflows, Process Builder and SFDC Configuration to meet the Functional requirements.
* Ensured Code coverage.
* Deployed Components to production.
* Developing Lightning based solutions (POCs/Spikes).
* Migrated data to production using Data loader.

**Educational Qualifications**

Graduated from **Bapatla Engineering College, Bapatla.**

**Personal Details**

**Date of Birth** : 30th June 1995

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

**Declaration**

I hereby declare that the information furnished above is true to the best of my knowledge.

Date: Nakka NagaSwapna