# Name: Orsu Kalyan Babu Certification

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# PROFESSIONAL SUMMARY

* A component professional with around 6.6 years of experience in Information Technology.
* Having 4.6 years of experience in Salesforce Development and Testing.
* I Have 2 years of experience in Application Testing and Application Support.
* I am an experienced salesforce developer and have a passion for software development and relentless drive for continuous improvement in all my endeavors.
* Experienced in Apex classes, Visualforce pages, Integration (Rest API), Aura and LWC.
* Good Exposure to test classes and Deployment tools Workbench, ANT, VS Code

# TECHNICAL SKILLS

* CRM : Salesforce CRM, force.com Platform
* Web Technology : Visual Force, HTML, CSS, JavaScript
* Programming Languages : Apex
* IDE : Force.com, Apex Data Loader
* Other Tools : Workbench,ANT, JIRA, VS Code

# EDUCATIONAL QUALIFICATIONS

* B.Tech (IT) graduated from MGIT college of Engineering with an aggregate of 70.8% in 2015.
* Intermediate (MPC) completed from Narayana Jr.College with an aggregate of 91.6% in 2011.
* SSC completed from GHS Mamillagudem with an aggregate of 87.6% in 2009

# EMPLOYMENT HISTORY

**Optimum InfoSystem,** *Senior Consultant,* May 2021 to Mar 2023

**Apsis Technologies,** *SalesforceDeveloper,* Feb – 2019 to Apr 2021 **ValueLabs**, *Software Engineer,* June 2018 - Jan 2019

**MGS Technologies Pvt Ltd,** *Technical Support Associate,* June 2016 - May 2018

# PROJECTS

**Client: Dell**

**Project Name: *Partner Account Management***

Partner accounts are Salesforce accounts that a channel manager uses to manage partner organizations, partner users, and activities when using a partner site or partner portal. A channel manager who owns a partner account can access all the data associated with the partner account and the associated partner users.

**Roles:**

* Writing Business logic using Apex classes.
* Interact with the client in the various discussions such as functional discussion, process oriented, defect call etc.
* Involved in Salesforce.com Application setup activities and customized the applications to match the functional needs of the organization.
* worked with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions

# Client: Dell

**Project Name: *Opportunity Management***

Opportunity Management in Salesforce represents a sales deal between company and customer. It helps you manage all your sales deals with Salesforce. At the same time, you can stay connected to the people and information you need to close every sale from anywhere. Besides, Opportunity Management holds information about completed sales, potential future sales, or lost potential sales.

**Roles:**

* Writing business logic using the apex classes
* Designing triggers and various services classes
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Involved in the SFDC application setup and customization to match the functional needs of the organization.

# Project Name: Franchise Sales

A Salesforce Sales Cloud solution with integration to Choose Hotels' internal systems like ChoiceMap, RSS, HLE, along with third-party applications like LRA, replaces the existing legacy CBM, FMS and Ariba systems. The existing franchise sales Salesforce instance is the foundation for the proposed solution upgraded to include a revised data model needed to create a holistic view of the customer. The proposed solution provides Choice Hotels’ franchisee-facing user groups with a consolidated view of the franchise lifecycle starting with the sales process and ending with post-opening support. The franchisee-facing user groups include, but are not limited to: Direct Franchise Sales (DFS), area directors (AD), management, the hotel opening group, application administrators, PIP coordinators, PIP writers and legal. This solution enables Choice Hotels to improve cross-business communication and provide a 360-degree view of the franchisee.

Roles:

* Closely worked with Salesforce.com teammates while implementing the solutions for the requirements.
* Worked on various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities.
* Designed, implements and deployed the custom objects, Page Layouts, Custom tabs, Components to suit the needs of the application.

# Client: Inter IKEA Systems B.V Project Name: IKEA

IKEA is one of the largest retail businesses across the world. Inter IKEA System B.V is a part of IKEA IT and deals with an internal application called ‘IKEA toolbox’. IKEA toolbox

application has been used by all the coworkers of IKEA team which is used to communicate the business to end users.

**Roles:**

* Developing customized solutions within the Salesforce platform
* Designing, coding, and implementing Salesforce applications.
* Meeting with project managers to determine CRM needs.
* Testing the stability and functionality of the application.

# Client: Bigbasket

**Project Name: Application Support**

Online shopping websites for retail sales direct to consumers. Providing or participating in the online marketplaces, which process third-party business-to-business or consumer-to-consumer deals. Gathering and using demographic data through web contacts and social media.

* Involved in application support and testing
* Monitoring the databases on daily basis, respond to customer query and escalations
* Troubleshooting technical issues.
* Resolving network issues.

# DECLARATION

I hereby declare that all the above-mentioned details are correct to the best of my knowledge.

(Orsu Kalyan Babu) Place: