

# Dinesh K

Mail ID: [kurachadinesh02@gmail.com](mailto:kurachadinesh02@gmail.com)

Mobile : 9972972405

Trailhead : [trailblazer.me/id/dinek9](https://trailblazer.me/id/dinek9)



LinkedIn : <https://www.linkedin.com/in/dinesh-kuracha-327aa6111>

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## OBJECTIVE :

As a Motivated self driven person and an aspiring learner of Salesforce, Seeking Salesforce admin and developer roles in a reputed organization, And wish to enhance my knowledge& skills to reach the pinnacle in the information technology field

## CAREER SUMMARY

Having 3 Years of Experience as Salesforce Developer and Salesforce Configuration/Administration and PD1 Certified

I have been a Shadow resource Salesforce Configurator/ Salesforce Admin and Salesforce Developer role in Michelin Project in Capgemini, Involved in Both Salesforce and Oracle Projects

Having around 3 Years of Experience as Oracle EBS Techno-Functional role in both offshore and onsite-offshore teams

## SALESFORCE TRAIL SKILL ACCOMPLISHMENT

Trailhead Expeditioner with 54 Badges, 74000 Points, 3 Trails, Completed 5 Super badges

- Security Specialist
- Business Administration Specialist
- Apex specialist
- Lightning Experience Specialist
- Lightning Experience Reports and Dashboards Specialist

## SALESFORCE TECHNICAL SKILL

- Good knowledge in SFDC Configuration and SFDC Customization Knowledge on cross domain Warehouse Integrations using different tools
- Involved in SCRUM AGILE Methodology in Project Management Process
- Manage commitments across multiple projects and various domains
- Develop, test, document and maintain out of the box and / or custom solutions, integrations, and data migration elements of a Salesforce implementation.
- Participate in technical design sessions; develop technical solution documentation aligned with business objectives
- Knowledge on developing the custom applications, custom objects, custom tabs ,custom fields, Relationships, page layouts, record types, field dependencies, cross object formula field
- Knowledge on writing the validation rules, workflow actions, approval processes and process builder on both custom objects and standard objects.
- Knowledge on SFDC CRM Architecture-Sales Cloud and Service Cloud

- Knowledge on Lead assignments and case assignments i.e. Web to Lead, Web to Case and Mail to Case and creating email templates
- Used data tools like Data Loader
- Knowledge on creating Profiles, Permission sets, Users, Roles, Queues and Public Groups
- Knowledge and Experience in Lightning Web Component LWC have experienced in .CSS.HTML.XML,JS,,CLS
- Knowledge on creating Security model (Object level, Field level and Record level- Organizational-wide defaults, Role Hierarchy, Sharing rules & Manual Sharing) using Profiles and Roles
- Knowledge on SFDC development using Visual Force, Apex classes, and Triggers
- knowledge On querying Salesforce.com database using SOQL & SOSL queries using Force.com Explorer
- Knowledge on Apex Controllers (Standard Controllers, Custom Controllers and Extensions)
- Knowledge on Deployment Using Sandbox with Change set
- Following coding standards and participate in code reviews during projects to ensure appropriate design patterns are followed.
- Provide input, reviews, support, and suggestions to the professional services team during the solution development stage of the project, in order to meet the client's business needs. Assist with internal solution testing.

#### Education Details:

M.Tech from Anna University.

#### Professional Experience

Worked as **Salesforce Developer Consultant** for Innoviti Payment Solutions (**Contract Role**)

Payroll Company : Global Complete Solutions (GCS)

Since 27<sup>th</sup> Sep 2021 to May 2022

Worked as **Salesforce Developer Consultant** for Quest Global (**Contract Role**)

Payroll Company : Athamas Technologies

Since Dec 2020 to Feb 2021

Worked as **Salesforce Developer Consultant** for Mashreq Global Services (**Contract Role**)

Payroll Company : Transform Edge Solutions

Since Feb 2020 to Dec 2020

Worked as Consultant (**Salesforce Configurator/Administration** and as a **Developer**) **Capgemini Technology Services India Ltd** in India (**Permenant Role**)

Since Sept 2017 to Nov 2019

Worked as Oracle apps **OMDM Techno Functional Consultant** in Herbalife International India Pvt (**Contract Role**)

Paroll Company : Mindpool Technologies Pvt Ltd in India

Since May 2016 to Aug 2017

Worked as EBS Oracle apps technical consultant at **Innoapps** Office for **Client Tecchnip** through **Robert Bosch Malaysia** contractual through Payroll of **Verinon Technology Solutions Malaysia** in **Malaysia** (**Permenant Role**)

Since Dec 2014 to July 2015

Worked as Technical Consultant for RITWIK IT Services, Hyderabad in India  
Since Feb 2014 to Nov 2014. **(Permenant Role)**

### Technical Skills

Tools/Apps : ANT, Putty,WINSCP, RemedyConsole, SNOW, ALM SVN ,Agile Build, SOAP 5.2.1, bugtracker,BSP Portal,Pelican,HUBWOO Portal

Management : CRM,CSM,SCM,HRMS,Finance

Cycles : Web to Lead Web to Case, P2P,O2C

Modules : AP, AR, GL, OM, INV, PO,HRMS

Database : Oracle 11i, 10g

Languages : SQL, PL/SQL,XML,APEX,HTML,CSS,JS

Tools/Utilities :CEMLI, ALM, TOAD, FTP, , SQL \*Loader, Fndloader, ServiceNOW, GOC application, KIOSK application, HLTCM, Beyond compare, Winmerge, Suntec (VAT Application)

### Salesforce Projects

**Client : Innoviti Payment Solutions**

#### Sales Cloud

Project Abstract : Innoviti uses technology to bring small and large businesses on a collaboration platform. They collaborate to design and deliver new and unique purchase tools to attract and convert their common customers

Duration : 27th Sep 2021 to May 2022

#### Responsibilities and Components :

- Created Custom Objects and fields.
- Worked on META for Innoviti App for FS store allocation
- Worked on Rest API to get account from one org to another Org
- Worked on Stage Update trigger
- Worked on production support activity for released Version 01 of META for Innoviti
- Worked on LWC component, Created a Manager Dashboard which consists of Beat Plan assign for FS of META for Innvoiti till release version 1.3 viewed for Manager profile alone

**Client : Quest Global**

**Sales Cloud**

Project Abstract : Quest Global is a product engineering company in the Aero Engines, Aerospace & Defense, Hi-Tech & Industrial, Medical Devices, Oil & Gas, Power, and Transportation verticals

Duration : Dec 2020 to Feb 2021

**Responsibilities and Components :**

- Created Custom Objects and also worked on standard Objects.
- Customizing Profile and objects.
- Inserting Data into sales force through Apex Data loader.
- Worked on Apex Classes, Triggers, Visual Force
- Developed Apex Classes and Triggers to support the custom Functionality

**Client : Mashreq Global Services,**

**Service Cloud**

Project Abstract : Mashreq has provided innovative banking and financial services to millions of individuals and institutions since 1967. One of the UAE's best performing banks for five decades, Mashreq is a leading financial institution in the Middle East, with a growing retail presence across the region. We also have international offices in Europe, Asia, Africa and the US, and a presence in all the financial capitals of the world. Mashreq Global Services (MGS) powers the bank's technology and operations. It is here that we design and develop advanced solutions that help us serve our customers better, safeguard their interests, and plan for their future.

Duration : Jan 2020 to Dec 2020

**Responsibilities and Components**

- Worked on VAT Xelerate Application which is used to generate VAT Invoices,
- Worked on change set component both outbound and Inbound in different environment to check the behaviour for application
- Worked on remedy console application, Mashreq Authentication App
- Worked on Incident for user configuration and make user inactive /Active
- Worked along with Wipro team for Identifying the issue for Data Synchronization
- Created Custom Objects and also worked on standard Objects.
- Customizing Profile and objects.
- Inserting Data into sales force through Apex Data loader.
- Worked on Apex Classes, Triggers, Visual Force
- Developed Apex Classes and Triggers to support the custom Functionality
- Designed and deployed the Custom Objects, Custom Tabs, Validation Rules, Workflow Rules, Page layouts, Custom Settings and Approval Process to suit the needs of the application.
- Supported in developing Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
- Involved in the Development of Apex Classes, Visualforce Pages.
- Writing Apex Triggers and Controller classes by keeping in mind SFDC governor limits.

- Achieving Test Converge more than 75% and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.

**Client : Michelin - Capgemini Technology Services India Ltd**  
**Sales cloud.**

Project Abstract : Michelin manufactures tyres for space shuttles,[3] aircraft, automobiles, heavy equipment, motorcycles, and bicycles. In 2012, the Group produced 166 million tyres at 69 facilities located in 18 countries In 1889 two brothers, Édouard Michelin and André Michelin, ran a rubber factory in Clermont-Ferrand, France. One day, a cyclist whose pneumatic tyre needed repair turned up at the factory. The tyre was glued to the rim, and it took over three hours to remove and repair the tyre, which then needed to be left overnight to dry. The next day, Édouard Michelin took the repaired bicycle into the factory yard to test. After only a few hundred metres, the tyre failed. Despite the setback, Édouard was enthusiastic about the pneumatic tyre, and he and his brother worked on creating their own version, one that did not need to be glued to the rim. Michelin was incorporated on 28 May 1889. In 1891 Michelin took out its first patent for a removable pneumatic tyre which was used by Charles Terront to win the world's first long distance cycle race.

Duration : Sep 2017 to Nov 2019

#### **Responsibilities and Components :**

- As a Salesforce admin, managed user accounts by creating roles, profiles and user group, security controls.
- Created custom objects, tabs, fields, page layouts to satisfy the business requirements.
- Worked with field & page layout customization for the standard objects like account, contact and leads
- Created multiple Custom Reports and Dashboards for the user visualization based on requirement.
- Implemented new Role Hierarchy structure.
- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.

#### **Oracle EBS Projects**

**Client : Airbus - Upgrade Workday — Capgemini Technology Services India Ltd -**

Project Abstract : Airbus is the world's largest airliner manufacturer and took the most airliner orders, surpassing rival Boeing.[8] It designs, manufactures and sells civil and military aerospace products worldwide and manufactures aircraft in the European Union and various other countries. The company has three divisions: Commercial Aircraft (Airbus S.A.S.), Defence and Space, and Helicopters, the third being the largest in its industry in terms of revenues and turbine helicopter deliveries.

Duration : Sep 2017 to Nov 2019

#### **Responsibilities and Components :**

- Worked on HR Contract Details Report.
- Worked on HR Discipline Details Report.
- Prepared Technical Design Documents (MD070) & Unit Testing (TE020) Documents and MD120 Installation Document
- Participate in technical design sessions; develop technical solution documentation aligned with business objectives

**Client : Michelin - Capgemini Technology Services India Ltd**

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Duration : Sep 2017 to Nov 2019

**Responsibilities and Components :**

- Working as team member in AP/ IEXP Module.
- Worked on File Integration
- Worked on AP Invoice ETL file integration for different sources,
- Identifying the issue occurred while AP invoices integration and fixing them,
- Worked on user tickets
- Involved in AP month end closure activity
- Worked on tickets week-end support in cross zones in OM Module
- Worked on Snow
- Worked on BSP for inbound file and reprocessing files
- Worked on Pelican for outbound files
- Worked on HUBWOO Portal
- Worked as Backup team member for PO File integration part

**Client : Herbalife International India. – Upgrade / Migration Project from 11i (11.5.10.2) to R12(12.2.4)**

Project Abstracts : Herbalife International is an American multinational multi-level marketing corporation that develops, markets and sells nutrition supplements, weight management, sports nutrition and personal-care products. The company was founded by entrepreneur Mark Hughes in 1980, and it employs around 7,800 people worldwide.

Period: May 2016 to August 2017

**Responsibilities and Components:**

- Worked as team member in Order Management Module.
- Worked on Retrofit activity for package objects, Table editioning objects identified by Panaya Tool .
- Worked on PLL and FMB, Personalization activity comparison between 11i and R12
- Worked on GOC Application.
- Worked on KIOSK Application.
- Worked on Report's, Print queue's,bugs, NTS generation process.etc..

Client : **Technip Malaysia / UK - .AGILE SCRUM Development Upgrade / Migration Project from R12 (12.1.3) to R12 (12.2.4)**

Project Abstracts: Technip is a world leader in project management, engineering and construction for the energy industry. From the deepest Subsea oil & gas developments to the largest and most complex Offshore and Onshore infrastructures, our people are constantly offering the best solutions and most innovative technologies to meet the world's energy challenges. Technip has long history in Malaysia, operating in Kuala Lumpur as Technip's regional headquarters for Asia Pacific since 1982 and has completed over 2,500 projects in 23 countries, providing technological solutions, engineering services and turnkey contracting expertise.

Environment: Oracle Apps R12.1.3 and R12.2.4  
Period: Dec 2014 to July 2015

**Responsibilities and Components:**

- Working as team member in the offshore technical development team. Responsible for technical deliverables - Reports including documenting the same.
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- Responsible for technical deliverables - Reports including documenting the same.
- Worked on GL Project Fixed Rate Variance Journals Report for both Summary and Detail .
- Worked on HR Assignment Change Report for both summary and Detail Part.
- Worked on HR Action Details Report.
- Customized Customer Balance Revaluation Report.
- Worked on GL Interface in GL Module.
- Prepared Technical Design Documents (MD070) & Unit Testing (TE020) Documents and MD120 Installation Document.
- Developed Control Files by Using SQL \* LOADER for Inbound Interface.
- Registration of PL/SQL Procedure as a concurrent Program in Oracle Applications.
- Worked on HR Contract Details Report.
- Worked on HR Discipline Details Report.
- Customizing and Upgrading Missing Expense Receipts Report from 12.1.3. to 12.2.4.
- Worked on HR All Date Information Details Report.
- Worked on PO Equipment Tracking Report.
- Worked on Approval for Payment Report.
- Worked on Customization for PO Report.

- Worked on HR Assignment Details Report.
- Worked on AR Aged Debt Report to make data to float both GL Date based on transaction data
- Worked on HR Bank Details Report.
- Worked on HR Communication Details Report.
- Worked on HR Personal Details Report.

#### Worked at **Ritwik IT Services**

Project Abstracts: Future Group is India's largest and leading retailer group.

Future Group has a joint venture with Axiom Mobiles, retailer in Dubai, UAE. Future Axiom covering their business with Oracle Apps ERP including SCM and Finance modules. Globally the project is monitoring by UAE team at Dubai. Oracle Support team is looking for PAN India operations including two operating units of the business group.

Environment: Oracle Apps R12.1.1

Role: Associate Consultant.

Period: Feb 2014 to Nov 2014

#### **Responsibilities and Components:**

- Responsible for day-to-day production support as an Analyst for Oracle Financials R12 which includes Accounts Receivable, General Ledger Accounts Payable, Cash Management, Purchasing, Order Management and Inventory.
- Providing technical support on RICE components as per the business requirements.
- Use SQL for extracting data from Oracle for all customized reports.
- Successfully worked and handled all SRs raised by myself and implemented action plan provided by ORACLE.
- Worked on Reports customization.