

## Summary

Almost 3.5 years of experience in IT Industry and Salesforce.com experienced both roles as a Developer and Administrator in Service Cloud and Sales Cloud projects, have worked closely with client's requirements and delivered stories in estimated sprints with efficient SCRUM Methodology and has proven capabilities to deliver requirements.

## Work experience

### Application Developer Analyst

2018 - Current

Accenture

#### Roles and Responsibilities

- Collecting and defining business requirements and architecting a technical solution design for implementation that covers all aspects of the requirements.
- Worked on SFDC including Administration, Data testing, Configuration and Customization, Requirements/Business Analysis of Salesforce.com, WorkFlows, Process builder, Visualforce pages, Apex Trigger, SOQL, Dataloader.
- Worked on Apex integration using connected app and named credentials.
- Creating Lightning Pages using LWC and Aura.
- Developing APEX classes, APEX triggers, Batch apex, schedule apex, Test class following best practices.
- Worked on configuration changes including profiles, permission sets, OWD.
- Creating Reports and Dashboards for measuring KPIs.

#### Client - Dell Technologies

Dell is an American multinational computer technology company that develops, sells, repairs, and supports computers and related products and services, and is owned by its parent company of Dell Technologies.

#### Work Summary

- Worked with process builder to send the mails to user mentioned in a particular field on every step of verification.
- Converted classic VF pages, record pages into Lightning components, Lightning pages using Lightning Web Component.
- Working with trigger to get aggregated values on parent record from all the existing child records.
- Experience in integrating external web systems with Salesforce using REST and SOAP web services and accessing various endpoints using different HTTP verbs like GET, POST, PUT, DELETE and PATCH.
- Hands on experience in writing queries using SOQL and SOSL.
- Worked on service cloud and knowledge Articles to enable users to solve customer cases efficiently.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Worked on Lightning Aura components for customizing UI implementing SLDS as required.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, case and solutions.
- Worked on Triggers to avoid duplicate records to be entered and update the owner of the record about duplicate record entered, And perform unit testing to ensure 100% code coverage.

## Skills (Tools and Technology)

Development Tools: Lightning bundle, ProcessBuilder, Flows, Approval Process, Workflow Rules to automate Tasks, Email Alerts, Fields updates.

Deployment Tools: Change Set, Visual Studio Code, Github.

Data Migration Tools: Data Loader, Workbench.

Programming Languages: JavaScript, Apex.

Markup Language: HTML, Visualforce, Lightning Component Framework.

Version Control: Microsoft Team Foundation Server (TFS).

## Education

### Bachelor of Engineering

2013 - 2017

MVJ College of Engineering (VTU)

**PUC**

RVS Academy

2011 - 2013

**SSLC**

RVS Academy

2010 - 2011

## Training, Certification & Appreciations

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- Salesforce Certified Administrator (May- 2021)
- Salesforce Certified Platform Developer 1 (June - 2021)
- Overall 50 badges earned as a Salesforce Trailhead Expeditioner.
- Received ACE award for contribution to the project
- Client Appreciation for Constant delivery and handling complex situations during production.

## Positions of responsibility

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- House Captain of RVS Academy (2011-2013)
- Successfully completed project in "Advanced vehicle monitoring system and processing it through IOT"
- Placement Coordinator of MVJ College of Engineering (2017)