


# Chandralekha M

Currently working in **ITC Infotech,Bangalore**

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## Career Objective

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Want opportunities for a challenging position as a **Salesforce Admin/ Developer**. Have a passion to succeed and desire to excel in the areas of CRM development technologies. Want to utilize my existing skills, ability & knowledge and also want to enhance it by learning new skills/technologies. Want to use proactive approaches on my work for the fulfilment of personal & professional growth and organizational goals.



## Synopsis

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- Experienced & result oriented professional with **2.2 years of experience** as a **Salesforce Admin / Developer** , Java backend/full stack developer in development and support, analysis, maintenance of large scale enterprise/web apps.
- Good knowledge on core & advanced java along with Spring boot, Spring MVC, Hibernate, JPA framework.
- Good knowledge on RESTful web services. on Angular framework.
- Good team player having good communication skills.
- Good & significant client interaction for business process understanding, requirement gathering and providing efficient solutions to cater to their needs.
- Have good analytical & problem solving skills with the ability to work in multicultural environment.



## Experience

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### 09-2018 - Present

2.2 years of experience in **ITC Infotech**.



## Education

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<b>2014 - 2018</b>	AMC Engineering College. B.E on Computer Science Engineering
<b>2012 - 2014</b>	Vijaya PU College, RV Road Pre-University College with PCMCs Branch
<b>2003 - 2012</b>	Nalanda English School, Bangalore (10 <sup>th</sup> Standard)



## Skills

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CRM Packages	:	Salesforce.com, Force.com
Technical Areas	:	Sales Cloud & Service Cloud
Languages	:	Apex, Visual Force, Core Java, J2EE.
Framework	:	Spring, Spring MVC, Spring Boot, JPA & Hibernate, Angular, REST API
Web Scripts	:	Angular 8, JSP, HTML, JavaScript, Typescript
IDE	:	Eclipse, Visual Studio Code, STS
Ticketing Tools	:	JIRA
Tools	:	Apex Data Loader, Force.com Explorer , Developer Console, SQL developer, MySQL, Putty, Postman, WinSCP.



## Projects Details

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### April. 2019 till date: BAT PeTra CRM SalesForce

Client Name	:	British American Tobacco PeTra
Domain	:	CRM Salesforce
Role	:	Salesforce Admin/Developer
Technology	:	Apex , VisualForce , JavaScript
Project Type	:	Development/ Maintenance

### Responsibilities:

- Checking with IVY Mobile App with different Users
- Creating the Reports And Dashboard through Einstein analcites.
- Receiving data from external source to sales force datasets.
- Creating Apps, Lens ,Dashboards .
- Finding The debugging to the users
- Run the Reports like Logs ,Apk versions, and Error Logs.
- Downloading json file to check the debugs.
- Run the Rest api web services and pull the the data .
- Creating the custom Objects & Fields.
- Configured the Workflows & Approvals, Page Layouts, Record types.
- Creating Users and adding AD Groups .
- Configured/customized the Salesforce application as per the client's requirement.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Groups, Reports and Dashboards.
- Created Custom Buttons in Accounts, Opportunities and Cases Objects.
- Developed Some Formula Fields for Calculating Case Status Response Time. Based on this we Assigned the Traffic Signals.
- Designed Various Web Pages Using Visualforce.
- Developed Test Classes for Apex Classes and Test Coverage for Triggers.
- Configured the Workflows & Approvals, Page Layouts, Record types.
- Developed Nearly 20+ Reports and Dashboards.

## **Sep. 2018 – March. 2019 : Finnair BPM**

**Client Name** : Finnair Airlines  
**Domain** : Airlines  
**Role** : Java Developer  
**Technology** : Java/J2EE, Spring MVC, Hibernate, REST API Oracle 11g, Angular  
**Tools** : SQL developer, Postman, Putty, WinSCP

Finnair BPM is an end to end airline application (management) that has modules corresponding to each component of BPM processes.

### **Responsibilities:**

- Interacting with client to understand the process & to gather new requirements.
- Working on enhancements/building new functionality for new changes.
- Analyzing & designing the application document.
- Plan & perform web service migration from Axis2 to Apache CXF.
- Log analysis, checking & resolving issues, working on tickets reported by end users.
- Creating JUnit test cases for testing for new changes.
- Developed many SOAP/Rest Webservices for various applications.
- Designed a Bot for the processing of the errors using RPA UIPath Automation Tool.
- Checking issues & solving them, working on tickets
- Server maintenance & restart activity.
- Several DB operations & maintenance.
- Log analysis & finding issues .
- Application support during outages by coordinating with different teams .

## **Sep. 2018 – March. 2019: Carslon Wagonlit Travels (CWT)**

**Client Name** : Carslon Wagonlit Travels (CWT)  
**Domain** : Travel and Hospitality.  
**Role** : Java Developer  
**Technology** : Java/J2EE, Spring, JSP, JPA, Sybase, Delphi  
**Tools** : Eclipse, STS , Postman , SQL

CWT is a travel management company that manages business travel, meetings, incentives, conferencing, exhibitions, and handles event management.

### **Responsibilities:**

- Regular application maintenance, configuration changes, batch jobs monitoring
- Developed a Spring Boot application with JSP called “HVT” for maintaining all the hotel reservation.
- Checking issues & solving tickets
- Analysing & fixing defects
- Impact analysis of new changes, building new functionality for Audit Processing from GDS Systems.
- Testing of changes using JUnit testing
- Application support during outages by coordinating with different teams



## Personal Information

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**Date of Birth** : 25-10-1996  
**Languages Known** : English, Kannada & Telugu, Hindi  
**Permanent Address** : 37, 2<sup>nd</sup> Cross, 4<sup>th</sup> Main N.S.Palya, Bangalore-76



## Declaration

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"I hereby declare, all the above-mentioned details are true to my knowledge and I assure you that I would work to my level best if I get selected in your esteemed organization."

**Date** : 19-09-2020  
**Place** : Bangalore

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(Chandralekha M)