**Apoorva Apuri**

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**PROFILE SUMMARY**

**Salesforce Developer:**

* Overall, 3+ years of experience in IT industry as Salesforce developer.
* Experience in SFDC Configurations.
* Experience in SFDC development in implementing **Apex classes, Triggers, SOQL, SOSL** and **deploying** salesforce applications**.**
* Experience in designing **custom objects**, custom fields, role-based page layouts, custom Tabs.
* Worked with various Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports**, and **Opportunities**.
* Implemented **security** and **sharing rules** for object, field and record levels for various profiles.
* Experience in Creating Users and Assigning them to different Profiles and **Permission Sets** for Providing Functional Access.
* Proficiency in SFDC Administrative tasks like **creating Roles**, Page Layouts, Email Templates, **Approvals**, Workflows, Reports, Dashboards, Tasks and Events, assigning Validation Rules and Field-Level Dependencies.
* Experience in using **Process Builder.**
* Experience in writing **Batch Apex** and **Schedule Apex**.
* Excellent communicator, capable of explaining complex technical issues quickly and easily, ensuring timely resolution of problems.

**ORGANIZATIONAL EXPERIENCE**

**Current:**

**NTT Data, Hyderabad as a Salesforce Developer**

**Duration: June’19- Till the date**

**Key Projects Handled:**

Title**: PSG Consolidation and PSG Support**

Client: **Thermofisher Scientific**

Description: PSG consolidation is a merge of three different organizations CTD, Patheon and FBS.

**Involved in:**

* Analysis, Coding, Debugging, Preparing the Technical Specification, Test Conditions, Test Cases.
* Unit testing, Regression testing, Integration testing, and User acceptance testing, Enterprise testing as well as Deployment check outs.
* Involved in the estimation of Use Cases.
* Developed Apex Code, Triggers and Design using Visual Force Pages.
* Developed Test classes for Code Coverage.
* Creating Workflows as per business requirements
* Involved in data migration through changesets.

**AMAZON, Hyderabad as an Admin**

**Duration: November 2016 – May 2019 (2.2 Years)**

**Key Projects Handled:**

**November 2016 – March 2017 (5 Months)**

**Amazon Appstore and Videos Support** is a process that dealt with entertainment that support troubleshooting.

* Designed, Implemented and deployed the **Custom objects**, Page layouts, Custom tabs, Components.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Cases** and **Solutions.**
* Created and deployed several **Reports** using Salesforce.com platform.
* Maintained data cleanliness and accuracy by adding **custom validation rules**, custom formulas, reports and dashboards.

**October 2017 – May 2019 (1.9 years)**

**Retail support** is a process dealt with tickets raised by consumers with Product related issues.

* Worked with various Salesforce.com objects like **Accounts**, **Contacts**, **Cases**, **Reports**, and **Solutions.**
* Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls.

**EDUCATION**

Bachelor of Engineering & Technology (B-Tech CSE) from Mahaveer Institute of Science and technology which is affiliated to JNTU Hyderabad in Year 2015.

**PERSONAL DETAILS**

Languages Known: English, Telugu and Hindi.

Contact Address: H.No: 3-4-877, Nagar Towers Street No. 16, Bharkatpura X roads, Hyderabad 500027

**Technical Skills**

CRM – Sales Cloud, Service Cloud, Vlocity.

Tools – Data loader, Jira, Own Bucket, Service Now, work Bench

Languages – Apex, SOQL, SOSL, DML