1. **Jayasai Contact No: +91 8801078797**

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**Career Objective**

To succeed on professional credentials and seek a challenging job in a reputed organization and to integrate my Salesforce skills in the IT industry

**Skill Summary**

* + Having **2.8** years of experience in Salesforce CRM, Salesforce application **configuration**, Salesforce application **development**.
	+ Worked on creating **Einstein Chat bots**, **omni channel** and queues.
	+ Experience in working on **service cloud**, understanding business flow of **Sales cloud**.
	+ Having experience in **communities**, worked on creating **Partner Community**, creating partner users, designing pages using community builder.
	+ Understanding Salesforce standard profiles, experience in creating **custom profiles**, **creating users**, defining permissions for the profile.
	+ Experience in configuring **sharing settings** using **owd**, **role hierarchy**, **sharing rules**.
	+ Worked on creating **validation rules** and **workflow rules**.
	+ Experience in creating object and **field level security**.
	+ Experience in creating **queues**, **live agent** configuration, defining **milestones** in entitlement process.
	+ Worked on creating **record types**, **page layouts**, creating groups.
	+ Experience in understanding data model, creating **master** – **detail relationship**, lookup relationship, creating

## junction object.

* + Experience in creating **sandboxes**, deployment settings, deployments using change sets.
	+ Experience in understanding of **CTI Solutions** integrated in Salesforce.
	+ Having experience in developing **Apex classes**, **visual force** pages and **test classes**.
	+ Experience in developing **Apex triggers** and **batch apex**, **schedule apex** and **future methods**.
	+ Having good experience in developing queries using **sql**.
	+ Experience in developing **Rest API** in Salesforce, and **Apex callouts**.
	+ Experience in developing **Lightning Components** and **Lightning Design System**.
	+ Knowledge in creating **Lightning Web Components**.
	+ Worked on designing lightning pages using **lightning App Builder**.
	+ Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem solving skills
	+ Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**Educational Summary*:***

* **Graduation:** B.Tech, 2015, Audisankara College of Engg & Tech, Gudur, Nellore, JNTUA-Anantapur, Andhra Pradesh.

## Aggregate: 68%

* **Board of Intermediate Education:** M.P.C, 2011, Sri Vema Junior College, Nellore (Dis.), Andhra Pradesh.

## Aggregate: 52%

* **Board of Secondary Education:** SSC, 2009, Krishna Chaitnaya High School, Nellore(Dis.), Andhra Pradesh.

## Aggregate: 66%

**Work Experience:**

* + Working as **Software Developer** at **Infosys Limited, Bangalore** from **Oct 2018** to till date.

 **Projects:**

# Project Name: Moxie

**Description:** Moxie designed for customer chat with sales agents. moxie developed in salesforce platform and used Einstein bots, omni channels, queues. using the embedded service deployment code it will be hosting in dell.com page. Customer can select chat option to initiate chat request with sales agents. And every customer chat session will be recorded in salesforce application.

# Roles and Responsibilities:

* Created Einstein Chat bots.
* Worked on Creating chat buttons and omni channel.
* Configured queue-based routing and skill based routing.
* Worked on customizing embedded service deployment code.
* Worked on Apex triggers and Apex classes.
* Created Aura components and flexi pages.

# Project name: NFS

**Description**: NFS CRM is developed for Nissan from japan region. NFS providing services to their customers using salesforce, NFS is using external objects for customers and card contracts data, agent will be logging to salesforce to create cases for the customers and cases will be processed to the different group of users.

## Roles and Responsibilities:

* Apex classes and apex triggers and test classes.
* Worked on external objects.
* Created lightning components and lightning component tabs.
* Creating profiles, users and configuring permissions.
* Creating page layouts, record types.
* Validation rules and workflow rules.

# Project name: Puravankara

**Description:** Puravankara is a real estate company, construct apartments in various states in India. Puravankara using Salesforce CRM as call center solution in during their sales process, leads will be pulling from different real estate portals on daily basis, presales team will work on leads and assigned to sales team, after that sales team creates opportunities, allocates units in customer interested projects.

# Roles and Responsibilities:

* Apex classes and apex triggers and test classes.
* Rest API Implementation, Apex callouts.
* Creating profiles, users and configuring permissions.
* Worked on schedule apex, creating custom buttons, list views.
* Creating page layouts, record types.
* Validation rules and workflow rules.

# Project name: DTNA

**Description:** DTNA is trucks manufacturing company, is using Salesforce CRM for sales process and their service process. DTNA is using partner community for their dealers to create cases and track of their cases, internal users will be working on cases created by the dealers, created different queues for cases handling.

# Roles and Responsibilities:

* Apex classes and apex triggers and test classes.
* Creating profiles, users and configuring permissions.
* Worked on creating validation rules and workflow rules.
* Creating partner community, designing community pages.
* Live agent configuration, miles stones, entitlement process.
* Creating queues, case assignment rules.
* Creating lightning pages using lightning App builder.
* Worked on creating lightning components.

# Project name: Ibid home

**Description:** Ibid home is bidding agency, which will host projects from different builders in India from all the cities, is using Salesforce CRM for their sales process, implemented call center process for their sales. Relationship managers will be using community where they will be interacting with customers, customer will be participating in auctions and will be doing biddings and booking for the projects.

# Roles and Responsibilities:

* Apex classes and apex triggers and test classes.
* Rest API Implementation, Apex callouts.
* Creating profiles, users and configuring permissions.
* Creating page layouts, record types, custom labels, quick actions
* Validation rules and workflow rules.
* Creating sandboxes, users, custom objects.
* Worked on creating partner community.

# Project name: Warranty on demand

**Description:** The On-Demand solution offers end-to-end warranty lifecycle management and is the only solution of its kind on Force.com platform. If you are looking to implement a world class warranty solution without investing heavily in infrastructure or the resources required to deploy and maintain the solution at your own premises, our on- demand solution is tailor made for you.

# Roles and Responsibilities:

* Apex classes and apex triggers and test classes, visual force pages.
* Creating profiles, users and configuring permissions.
* Creating custom buttons, list views.
* Creating page layouts, record types.
* Validation rules and workflow rules.

# Signature Jayasai.V