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| **Role**  Developer  **Key Technical Skills & Knowledge**   * Salesforce.com   (Configuration ,Customization)   * Force.com(Apex, Visual Force) |  | Raju ,M.  Profile Summary  Having 3.9 Years of Experience in Salesforce CRM administration, Configuration and Customization (Coding) experience. During this tenure I was involved in various stages of software development life cycle including – Release Management, development, testing and deployment.  **A brief overview of skill sets are mentioned below**:   * Proficiency in SFDC administrative tasks like managing Users, Roles, Profiles, Page Layouts, creating Data Models, Record Types, Email Services, Workflows, Approval Processes, and Data validations. * Proficiency in implementing security to the organization using security controls, OWD’S, and Profiles. * Extensive experience in developing APEX classes, Triggers, VisualForce pages, Controllers, writing Workflows, Process Builder. * Hands on experience in querying salesforce.com database using SOQL queries using Force.com Explorer. * Strong working experience configuration knowledge of Salesforce.com Application. * Extensive work experience in designing custom objects, custom fields, Page layouts, custom Tabs, custom settings, custom labels. * Experience in Data Migration using Import wizard, Apex Data Loader. * Working experience in Lightning components. * Sound knowledge in Communities, Salesforce to Salesforce, and Salesforce to Facebook. * Creativity and flexibility to face and resolve challenges, good presentation skills and effective team player with excellent communication skills. * Excellent problem solving skills and motivational qualities along with zeal to work in team – zeal to learn, enforce best practices and guidelines.   Technical Skills   * **Force.com**: Salesforce Configuration, Apex including Triggers, Classes, and Visual force Pages, Communities and Test classes. * **Database:** SOQL. * **Programming Language:** Apex, Visual Force. * **Tools:**Apex Data Loader, ANT * **Operating System**: Windows.   Academic Info:   |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | Education | School/Institution | Board | Year | Percentage | | | SSC | Jaya Bharathi high School | Board Of Secondary Education | 2008-2009 | 85.16% | | Intermediate | Trinity Junior Colleage | Board Of Intermediate Education | 2009-2011 | 84.10% | | B-Tech  (IT) | Abhinav Hi-tech Inst of Eng& Tech | JNTU Hyderabad | 2011-2015 | 62.75% |   Professional Experience:   * Working as a Salesforce Developer role TechMahindra pvt ltd.. Since nov-16 to till now.   Project Experience  (1) ROLE: Salesforce developer/ Admin  SOFTWARE: Salesforce.com  PROJECT: GLASS-Global Asistant  DURATION:From 18thAug, 18 to ,till now.  Synopsis:  The GLASS (Global Assistant) is an online application that acts as a single point of contact allowing Employees and Suppliers to contact ABI support team by raising tickets regarding PBS, PTP and ATR processes and having them resolved by the support team consisting of Agents. It also provides knowledge articles to support frequently asked queries.  This portal has three entry points: Portal, Email To case, Supplier Portal  The app is used by Internal Users - ABI Employees, Service Desk agents and external users – Suppliers.  **Accountabilities**:   * Worked with various salesforce.com Custom Objects and Standard Objects. * Developed Apex Classes, Apex Triggers in the application for various Busine1ss/functional requirements. * Worked with Email Services * Developed SOQL queries for the application in Apex classes. * Developed Translated Table, Workflow rules, Field updates, email alerts, filed updates to implement the business logic for Custom Objects as per the business needs. * Create, update and maintain Validation rules, Workflows. * Created Custom settings and Custom Labels as per the business needs. * Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.   (2) ROLE: Salesforce Developer.  SOFTWARE: Salesforce.com  PROJECT: Tracking Community Patient Survey  DURATION:From 8th OCT, 17 to 25th Jul,18.  Synopsis:  The world’s leading health care Company is looking to develop a clinical outcome and pain tracking application for surgeons to track patient progress and recovery following outpatient surgery for patients who are discharged with and without a pain pump.  For tracking surgeon / Patients, we are extensively using communities. As Patients can just fill surveys without being the actual salesforce / community user. And Surgeons will login to community to create patients.  **Accountabilities**:   * Worked with various salesforce.com Custom Objects and Standard Objects. * Used Force.com for development for Visual force Pages, Apex classes, Triggers. * Developed Apex Triggers in the application for various Business/functional requirements. * Worked with Email Services * Developed SOQL queries for the application in Apex classes. * Developed UI along with Visual Force components, CSS, HTML tags, and used JavaScript for front-end validation. * Developed Workflow rules, Field updates, email alerts, filed updates to implement the business logic for Custom Objects as per the business needs. * Also worked with Administration activities such as user management, roles, profiles and security settings, Page layouts. * Create, update and maintain Validation rules, Workflows. * Created Custom settings and Custom Labels as per the business needs. * Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.   (3) ROLE: Salesforce Developer.  SOFTWARE: Salesforce.com  PROJECT: Health & Wellness  DURATION:From nov 22nd , 16 to 28th sep, 17.  Synopsis:  The application is used in Pharmacy stores. It is a windows forms application. This application is used to dispense drugs and provide counseling to the customers based on the customer’s prescriptions and dispensing history. It maintains End-To-End flow of the order and is used to generate repots as well.  Every store has two servers one server is active and other is backup. Both these servers will be connected to the database where the store’s specific data is stored.  **Accountabilities**:   * Worked with various salesforce.com Custom Objects. * Used Force.com for development for Visual force Pages, Apex classes, Triggers. * Developed Apex Triggers in the application for various Business/functional requirements. * Developed Batch Classes and Schedulable Classes. * Developed Email services * Written SOQL query language necessary for the application in Apex Classes and Triggers. * Developed UI along with Visual Force components, CSS, HTML tags, and used JavaScript for front-end validation. * Use various visual force components like Action Function, Page Block, Input Field, Action Support, Command Link, Command Button etc. * Worked with Visual force Controllers. * Developed Workflow rules, Field updates, email alerts, filed updates to implement the business logic for Custom Objects as per the business needs. * Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.   . |