DIVYA

**E-mail**:Div4839.ym@gmail.com

**Mobile:** 8096515158,

HYDERABAD.

CAREER OBJECTIVE:

* To associate myself with a progressive organization where there is a scope for contributing and upgrading my knowledge for the development of self and organization.

EDUCATIONAL SUMMARY:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Qualifications** | **Specialization** | **Institution** | **Board/**  **University** | **Year**  **of**  **Passing** | **Percentage** |
| M.Tech | Computer science and technology | Velagapudi Ramakrishna Siddhartha Engineering College | JNTU,  Kakinada | 2016 | 85% |
| B.Tech | Computer science and Engineering | N.R.I institute of technology | JNTU,  Kakinada | 2014 | 65% |

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Language, Apex Classes/Controllers, Lightning AURA Components, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, AJAX, REST and SOAP API’s,Workflow Approvals, Data modeling, Lookup Filters, Data Security, Process Builder, Schema Builder, Data Import wizard, Reports And Dashboard. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Platform (Sandbox and Production). |
| **Languages** | Apex, Java Script, HTML. |
| **Operating Systems** | Windows XP/Windows 7. |

**Project Details:**

1. **GE Aviation Sales Project**

This project is dealing about the service firm for GE Aviation. This project developed based on the Salesforce Service cloud. It is used to create the Cases in GE Aviation application automatically by using Salesforce Case Management system. It includes auto response rules, assignment rules and escalation rules. Cases can be raised different channels like Email, Phone and Web. Create custom objects like GE Product Group &amp; GE Products used to track the GE Aviation engine details. Create custom object named as GE Survey used to track the customers feedback. The survey can be captured in the offline or online. All GE Aviations business accounts can be tracked by standard Account object. Contact object is used to track the business person contact details.

**Responsibilities:**

* Created Lightning Components for JavaScript buttons.
* As a Salesforce admin, managed user accounts by creating roles, profiles and user group,

security controls, personal information setup, password reset, updating company profile and Network access setup.

* Created custom objects, tabs, fields, page layout to satisfy the business requirements.
* Involved in setting up field level access for each custom object created based on the user’s role.
* Worked with field &amp; page layout customization for the standard objects like account, contact and leads.
* Created multiple Custom Reports and Dashboards for the user visualization based on requirement.
* Implemented new Role Hierarchy structure.
* Designed and deployed the Custom Objects, Custom Tabs, Validation Rules, Workflow Rules, Page layouts, Custom Settings, Approval Process, and Visual Force Pages to suit to the needs of the application.

**STRENGTHS AND ABILITIES:**

* Excellent written and verbal communication skills.
* Excellent presentation and interpersonal skills.
* Self-confidence, always being cheerful and motivating.
* Innovative and Quick in adapting to any situation.

**ACHIEVEMENTS:**

* Awarded as the best volunteer at blood camp which is organized in my graduation.
* Recognized as one the best team lead for leading my team to complete our academic project in time.
* Participated in various cultural events and technical events in YKLBRC-2013, A Techno Literary cultural fest organized by LBRC college.
* Awarded the trophy and certification for the throw ball conducted in B.Tech college.
* Awarded best team leader player in co-co and kabadi.

**DECLARATION**

I hereby declare that the above furnished information is correct and true to the best of my knowledge

Divya.