

Raghava VamseeKrishna

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### Objective:

Seeking a position where more than 10+ years of experience with excellent interpersonal skills will add value to operations while pursuing new opportunities for career challenges with a company that places high priority on customer satisfaction, initiative and quality performance.

### Experience Summary:

- ✓ Having 7+ years of experience in Salesforce.
- ✓ Having knowledge of Salesforce CRM-Sales,Service,Community and Marketing clouds.
- ✓ Worked on LWC, Aura Lightning, VF pages, Apex, Integrations, Declarative Tools,Omni Channel, Platform Events and Data Loaders.
- ✓ Experience in Insurance, Real Estate, Airlines and Travel related Salesforce app.
- ✓ Experience in Working with business to discuss Requirements, Planning and Delivery.
- ✓ Worked on Fit Gap Analysis and setup End to End Security to replicate legacy system's security structure.

### Employment Summary:



Working for Emirates Airlines.

Worked for CGI

Worked Tesco Bengaluru and Tesco UK.



### Core Competencies

**Functionalities:** Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud and Knowledge Management Module.

**Technical:** LWC, Aura Lightning, FSL, VF Page, Integrations, Declarative Tools, Data Loader, Change Sets and Copado.

**Certifications:** PD1.

- Salesforce Development
- Process Optimization
- Salesforce Configuration Customization
- Solution Development
- Integrations
- Salesforce PROD support
- Incident Management
- Defect Tracking & Validation
- Agile Methodology

## Roles and responsibilities:

### Emirates Airlines

- ✓ Competencies in **Multi-tier and web-based applications development lifecycle activities** that include Requirement Analysis, Architectural Design, Coding, Testing & Implementation.
- ✓ Led the technical team that supports the SF application to cater Emirates Ground Handling business worldwide—dnata.
- ✓ Involved in the technical team that supports the SF application to cater Emirates Holidays & dnata Travel.
- ✓ Involved in the discussions on requirement gatherings, Fit Gap Analysis and created TSD from technical point and oversee deployments and demos.
- ✓ Designed and Developed OTB to cater different business needs to replace the existing legacy applications.
- ✓ Designed and Developed custom modules like Contract management, NPS Surveys, Customer consent Forms etc as per business needs.
- ✓ Developed and Enhanced customer and Partner Portals and re design access for agents.
- ✓ Developed Integrations to stream line dataflow between salesforce and TPA like booking/Meeting Box/DocuSign etc.
- ✓ Experience in Support and assisted users for the issues raised via service now.

### CGI

- ✓ Involved in Implementation of Knowledge Management Module.
- ✓ Involved in SSO and Okta Implementation in SF Sandboxes
- ✓ Involved in application setup and Custom security setup.
- ✓ APIs for Integration with Legacy Java Based applications.
- ✓ Developed custom Alert mechanism and Involved in implementing Coveo Search functionalities.
- ✓ Involved in customizing Article Life Cycle to restrict the user actions and defined approval process.
- ✓ Robust hands-on experience in Lightning Component, Web services & VisualForce Pages, Capable in setup, customize & Deploy to salesforce.com and execute customizations using Apex, VisualForce.
- ✓ Designing & developing Apex Classes to implement custom business logic for various functionalities along with managing configuration, customization and deployment of Salesforce.com
- ✓ Strong knowledge in Salesforce Lightning configuration & customization to enhance Salesforce application
- ✓ Expertise in maintaining the functional areas of Accounts, Contacts, Leads, Campaigns, Opportunities, Activities & Dashboards & Reports; developing, deploying and salesforce.com CRM solutions
- ✓ Proficient in generating triggers, Apex Visual Force Pages, Control Classes using APEX; experience in using the Sandbox for testing and migrated the code to the deployment instance after testing.
- ✓ Involved in PI and Sprint planning for requirement discussion with business to understand the business needs, feasibility assessment and provide solutions.
- ✓ Involved in Code deployments and reviews.

### Tesco PLC

- ✓ Participated in client f2f meetings to analyze and understanding the business requirements of the application to be developed.
- ✓ Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- ✓ Worked on the designing of Custom Objects, Custom Tabs, custom fields, role based Page Layouts, Custom Reports, and Report Folders, Report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- ✓ Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.
- ✓ Extensive experience using salesforce.com by creating roles, profiles, email services, page layouts, workflow alerts, actions & approval process.
- ✓ Involved in PI and Sprint planning for requirement discussion with business to understand the business needs, feasibility assessment and provide solutions.