VENU GOPAL

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**Professional Summary**

* Having around 5.4 years in analysis, design, configuring and development of various CRM and web-based applications, which includes Salesforce.com platform, Sales Cloud, Service Cloud.
* Serving as the offshore leader who oversees both salesforce functional and technical work for the Company
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects and master-detail relationships.
* Extensive experience in designing Objects and Tabs, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Proficient in using data migration using Apex Data Loader.
* Deployment using Change Set, CICD.
* Unit and Integration Testing for new requirement and get the UAT from the Business Owner Good Understanding on Partner portal (Partner Relationship Management)
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboard.
* Worked on Force.com sites and developed many Custom Application using force.com platform.

**Educational Qualifications**

B-TECH (CSE) from All India institute of Technology.

**Experience History**

Worked as a **Salesforce developer** for **Q3 Technologies Pvt Ltd** from Oct 2014 to Oct 2017.

Worked as a **Senior Software Engineer** for **Twopir Consulting Pvt. Ltd**. From Nov 2017 to Feb 2018.

Worked as **Senior Technical Consultant** for **Blueflame Labs | People4U |** **Accenture – Philippines** from Mar 2018 to April 2019.

Worked as **Senior Salesforce Consultant** for **People4U | Manulife – Philippines** from May 2019 to Oct 2019.

**Project #5**:

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| **Project** | **Client** | **Duration** |
| Eclaims | Manulife | May 2019 – Oct 2019 |

**Role: Support Lead**

Client is one of the leading insurance companies in Asia.

**Responsibilities:**

* As a production support lead, I am responsible to handle support incidents raised through Service Now.
* Investigate and Interact with the user for the better understanding of the issue and replicate in Pre prod.
* Document the solution, send it for the approval, create a CR in service now and deploy to production post approvals.

**Project #4**:

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| **Project** | **Client** | **Duration** |
| Customer Care & HomeSmart | Xcel Energy | April 2018 – April 2019 |

**Role: Senior Salesforce Developer**

Client is recognized industry leader in delivering renewable energy and in reducing carbon and other emissions, efforts that have put them on a path to a more sustainable energy future. Client wants to design and implement a CRM based unified workflow management tool to manage customer applications, Case management, Service application. They want to leverage Sales cloud to capture the service request using community and they need to leverage Service cloud to track cases raised by end users/customers along with automation of Case Routing depending upon Agent skill sets.

**Responsibilities:**

* Automate processes and Business Logic utilizing Salesforce API’s. Enhancing Service Cloud using Omni-Channel routing, Email Publisher engine, Custom Web to Case using REST Based Webservice.
* Omni Channel Setup and Email to case configuration for the client’s services.
* Worked on Flows and Process Builders
* Worked in the Agile Module by using JIRA and doing the development for each user stories.
* Documenting Solution and Testing Guideline in confluence pages.

**Project #3**:

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| **Project** | **Client** | **Duration** |
| Authorize.net | Weinberger Divorce & Family Group. USA | Nov 2017 - Feb 2018 |

**Role: Senior Developer**

Weinberger Divorce & Family Group is a family law section company. Their payment process was not in the salesforce before and they wanted it to be in salesforce.

**Roles & Responsibilities:**

* Worked on Authorize.net payment gateway.
* Worked on salesforce standard and custom objects, page layouts using the managed app called Squid.
* As a project primary lead, understand the requirement from the project and dividing the tasks in the team and Ensure all participants have clear understanding
* Tested end to end functionality according to the requirement, given couple of demo sessions to the client and ensure that all the functionality is working as expected.

**Project #2**:

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| **Project** | **Client** | **Duration** |
| PartnerPRO Portal | Commscope – Hickory, NC | Sep 2015– Oct - 2017 |

**Role: Salesforce Developer / Admin**

The PartnerPRO Portal is a management software tool for partners that runs on a best-in-class, data management technology created to simplify the process of collaboration for customer projects, ultimately providing customers faster access to CommScope technology.

**Roles & Responsibilities:**

* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* As an Administrator, Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom pick list fields.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.

**Project #1**:

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| **Project** | **Client** | **Duration** |
| Pharmaceuticals Application | New Market | Nov 2014 - June 2015 |

**Role: Salesforce Admin**

Pharmaceuticals are a global specialty biopharmaceutical company that is the manufacturer of pharmaceuticals. New Market develops and provides healthcare in the areas of behavioral health, gastrointestinal conditions, rare diseases, and regenerative medicine.  
  
**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.

**Skill Sets**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes, Apex Triggers, SOQL, Visual Force Pages, Workflow & Approvals, Dashboards, Custom Objects. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Data Loader, Import wizard, Force.com Platform (Sandbox and Production). |
| Languages | Apex, Java. |
| Documentation Tools | MS Office. |

**Certifications**

* Salesforce Platform App Builder
* Salesforce Certified Administrator
* Salesforce Certified Platform Developer 1
* Salesforce Certified Service Cloud Consultant
* Vlocity certified Platform Consultant