



RAVINDAR B

Salesforce Lightning Developer

I possess over 5+ years of hands-on experience as a Salesforce developer, actively engaging with real-time Salesforce projects. My dedication lies in delivering top-notch solutions through the adept utilization of Salesforce Lightning, Apex, and Lightning Web Components (LWC), with the overarching goal of propelling business growth while elevating the user experience.

EDUCATION

- Jayamukhi institute of technology and sciences
B.Tech Computers | JNTU (H) | 68%
Completed in 2012
- Sri Chaitanya Intermediate
MPC 69% - AP Board of Inter
Completed in 2018
- SSC Board 90%
Completed in 2016

CONTACT

M: ravindarkumarneelam.dev@gmail.com
P: +91 - 8143706726
A: Hyderabad - Madhapur

ACHIEVEMENTS

- 2023
Salesforce.com Certified Administrator
- 2023
Salesforce.com Certified Platform Developer I

PROFESSIONAL EXPERIENCE

● KPMG | Salesforce Lightning Developer

March 2022 - July 2023

Key responsibilities:

- Salesforce application developer, Lightning Web Component developer.
- Experience in Integration (Web services/callouts - REST Apex).
- Sales Cloud and Service Cloud and all CRM based activities.
- Expertise in designing and building Lightning pages, components, and apps using the Lightning Component Framework.
- Proficient in leveraging the Lightning App Builder for rapid application development.

● TCS | Salesforce Developer

Nov 2017 - March 2022

Key responsibilities:

- Salesforce Administration, Salesforce Development activities
- Explored various clouds on salesforce.com

TOP SKILLS

● Technical Skills

- Salesforce Sales Cloud & Service Cloud
- Lightning Web Components, Aura F/W
- Integration (REST & SOAP API)
- Apex Programming
- Visualforce Page
- Deployments (CICD)

● Soft Skills

- Observation
- Decision Making
- Communication
- Multi-tasking

Technical Skill Set:

- **Salesforce Development:** Apex, Visualforce, Lightning (AURA & LWC), SOQL, SOSL, Apex Triggers, Batch Apex, Apex Controllers, Salesforce Communities.
- **Salesforce Administration:** Profiles and Permission Sets, Security and Sharing, Data Management, Workflows and Process Builders, Reports and Dashboards, Salesforce Connect.
- **Integrated Technologies:** Salesforce Sales Cloud, Salesforce Service Cloud.
- **Programming Languages:** Apex, JavaScript, HTML, CSS, SOQL
- **Tools:** Visual Studio Code, Salesforce DX, JIRA, Confluence.

Professional Summary:

- Hands on experience in developing Lightning Experience, Lightning component framework.
- Experience in Sales, Service Cloud, Domain & site.
- Basic knowledge on CPQ activities.
- Experience in SFDC customizations like Apex Class, Apex triggers, Batch Apex jobs, Visualforce.
- Experience in Integration (Web services/callouts – REST Apex).
- I performed technical support to customers on Salesforce products, including troubleshooting and debugging complex technical issues.
- Collaborate with cross-functional teams to investigate and resolve customer issues in a timely and efficient manner.
- Create and maintain technical documentation for internal and external use.
- Identify and report product defects to development teams and track resolution progress.
- Participate in on-call rotation to provide after-hours support for critical customer issues.
- Mentor junior team members on technical and customer service skills

Projects:

Client Name: GOOGLE

Application Name: Vector

Duration: Dec 2022 – Sept 2023

Domain: CRM Sales Activities

Environment: Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

Description: Google Cloud Platform is a set of cloud computing services offered by Google, which runs on the same infrastructure that Google uses for its end-user products. The platform includes a range of hosted services for compute, storage and application development that run on Google hardware.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

Responsibilities:

- **Development Activities:** Developing and implementing custom applications and solutions on the Salesforce platform using Apex, Visualforce, and Lightning Web Components (LWC).
- **Provide technical support:** Respond to inquiries and resolve technical issues related to Salesforce products and services, including custom code and integrations.
- **Troubleshoot and debug:** Troubleshoot issues with Apex, Visualforce, Lightning, SOQL, SOSL, Apex Triggers, Batch Apex, Apex Controllers, Salesforce Communities, Salesforce Mobile App, and other Salesforce technologies. Debug code to identify and resolve issues.
- **Collaborate with cross-functional teams:** Work with other teams, including developers, QA, product, and customer success, to identify and resolve technical issues and improve the customer experience.
- **Create and maintain technical documentation:** Create and maintain technical documentation, including knowledge base articles, FAQs, and troubleshooting guides.
- **Identify and report product defects:** Identify and report product defects to the development teams and track the resolution progress to ensure timely resolution.
- **Participate in on-call rotation:** Participate in on-call rotation to provide after-hours support for critical customer issues.
- **Keep up-to-date with Salesforce products and services:** Stay current with Salesforce products and services by attending training sessions, reading documentation, and participating in internal knowledge-sharing sessions.
- **Participate in customer engagements:** Participate in customer engagements, such as technical calls or demos, to help resolve issues or answer technical questions.

Client Name: Forcepoint – USA

Application Name: Forcepoint

Duration: Nov 2021 – July 2022

Domain: Sales Activities

Environment: Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

Description: Forcepoint is the global cyber security leader for user and data protection. Forcepoint's behavior-based solutions adapt to risk in real-time and are delivered through a converged security platform that protects network users and cloud access, prevents confidential data from leaving the corporate network, and eliminates breaches caused by insiders.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

Responsibilities:

- Development Activities: Developing and implementing custom applications and solutions on the Salesforce platform using Apex, Visualforce, and Lightning AURA Components.
- Identify and report product defects: Identify and report product defects to the development teams and track the resolution progress to ensure timely resolution.
- Participate in on-call rotation: Participate in on-call rotation to provide after-hours support for critical customer issues.
- Keep up-to-date with Salesforce products and services: Stay current with Salesforce products and services by attending training sessions, reading documentation, and participating in internal knowledge-sharing sessions.
- Participate in customer engagements: Participate in customer engagements, such as technical calls or demos, to help resolve issues or answer technical questions.

Client Name: Nabors Industries, Inc

Application Name: Nabors – USA

Duration: July 2022 – Dec 2022

Domain: Sales Activity

Environment: Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

Description: Nabors Industries Limited is an American global oil and gas drilling contractor that has operated since 1972. Based in Houston, Texas, Nabors owns the largest land drilling fleet in the world with approximately 400 rigs in more than 20 countries.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

Responsibilities:

- Actively involved in end-to-end flow of "Quote to Cash Module" and development of functionalities and automations in Sales cloud. Discussed and analyzed the requirements with business team and converted them into detailed technical requirement documents and provided them with solutions.
- Worked on code enhancements in Visualforce pages and Apex classes based on the business requirements.
- Worked on lightning record pages and dynamic layouts to enhance the user experience.
- Created validation rules, custom formula fields on various objects and worked on workflows, process builders, visualforce email templates, workflow email alerts and custom permissions.
- Implemented various automations like Flows, Approval process setup and sharing rules as per the client needs.
- Designed and maintained different environments for Development and QA. ✎ Good Experience of working in agile methodology.

Client Name: Visby Medical – California

Application Name: Visby Medicals

Duration: Spet 2020 – Oct 2021

Domain: Health Care

Environment: Unlimited, Production, Sandbox, Vs code, Copado, Agile process.

Description: Description: The aim of this project is to design a Fast-track salesforce automation, customer service and business process integrations to various systems for Visby Medical to market launch their FDA-approved Covid-19 PCR testing device, offering a complete end-to-end lifecycle solution from Enabling sales & support processes to support the launch of Visby's COVID PCR test kit |Personal PCR in your palm.

As a developer in the team, I involved in development of Sales Business & Platform Stabilization Module.

Responsibilities:

- Implemented Lightning Components as per the business requirement.
- Developed Validation Rules on various Objects and also worked on workflows and process builders based on the requirement.
- Created Custom Objects, Custom Tabs, Custom Fields and Customized Standard objects.
- Implemented various automations like Approval process and Flows.
- Implemented apex classes, triggers and custom settings as per the client needs.
- Have experience in testing all the implemented functionalities and prepared a test case documents.
- Developed Test classes and maintained the proper code coverage to deploy into the production.
- Designed and maintained different environments for Development, QA and UAT.
- Worked on Data Migration tools Data loader to import data into various objects in Salesforce.