

Akhil Kotha

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Experience Summary

- Around 3 years of experience in Salesforce.com CRM Platform both as Administrator and Developer in Salesforce.com.
- Experience in **Administration, Configuration, Implementation, Lightning**, and support experience with Salesforce platform.
- Experience in **Salesforce Customization**, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
- Expertise in SFDC Development using Lightning Application, **Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.**
- Integration Methodologies, different API, **Trigger framework, Recursive Triggers**, VF Remoting, Asynchronous Framework & options.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns and Opportunities.
- Hands on experience in writing queries using **SOQL** and **SOSL** in Apex Classes and Triggers.
- Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining **Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.**
- Proficient in **Data Migration** from Traditional Applications and Legacy Systems, as well as within Salesforce Orgs using tools like **Data loader**, Salesforce Import, Export Wizard and Dataloader.io.
- Experience in development of **Aura Component, Visualforce Page, Apex Controllers, and Test classes, Apex Schedulers, Batch Apex, Triggers.**
- Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages & Custom Applications, Salesforce.com Service Cloud expertise.
- Expertise in Standard **Web service API integrations** using WSDL, **Apex Web service development, Callouts implementation (SOAP & REST), REST Apex Class** implementation.
- Experience in Meta data deployment using **Change Sets, Eclipse Force.com IDE, and ANT Tool.**
- Experience working with **Sales cloud** and **Service cloud.**
- Proficient in analysing **business requirements** into **Functional** and **technical design documents.**
- Experience in ticket tracking tools like **ServiceNow.**
- Having good knowledge on Agile Methodology Process.
- Good Experience with production Support and enhancements.

Work Experience:

- Working with **C2N IT SERVICES PVT LTD** Since July 2017 to Till Date.

Technical Skills:

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|--------------------------------|--|
| Salesforce Technologies | Apex Class, Apex Trigger, SOQL, SOSL, Integration, Workflow& Approvals |
| Web Technologies | Lightning, Visual Force (Salesforce), Java Script, HTML |
| CRM | Salesforce CRM. |
| IDE/ Utilities | Visual Studio, Force.com IDE and Apex Data Loader |
| Operating Systems | Windows XP/ Vista/Windows 7 |
| Version Controls | GIT Hub, Bit Bucket, Source Tree, sublime Text |

Project#1

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|--------------------|---|
| Title | :NBTInsuranceManagement |
| Client | : NBT – Insurance Agency, US |
| Role | : SFDC Developer |
| Environment | : Apex, Visual force, Change sets, SFDC Sandbox |

Project Description : NBT Insurance Management includes registration of the people who are applied for insurance, storing their details into the system, and also their levels of insurance amount paying. This will generate the contract and PDF for that contract based on the bucket rate level which was given by the user.

Responsibilities:

- Involved in **Design, Analysis, Development** and **Deployment** of salesforce.com application.
- Created modern Enterprise **Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
- Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
- Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Leveraged **APEX Controller** to make a call for external requests to retrieve data from various API's and displayed them on to the component.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.

- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- Used refined global search in **Lightning** by developing **Apex classes** and **Controllers**.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used **SOQL** and **SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects
- Involved in the **Rollout, and Service** and **Integration** functionalities.
- Designed the **Data model** and created **Custom Objects** and its relationships.
- Involved in requirements gathering and analysis for Account, Contact and Opportunity management with the onsite team.
- Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from **Sandbox to Production**.
- Done data loader command line automation to pull data from SQL Server and to push to SFDC as part of integration

Project#2

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|--------------------|------------------------------------|
| Title | : Implementation of Patient portal |
| Role | : Developer |
| Client | : Orange Coast Medical Group, USA |
| Environment | : Sales force, Apex, Visual Force |

Project Description : The objective of the project is to develop a Customer portal for the OCM Patients with highly responsive rich User interface for different devices such as Smartphone's, Tablets and Desktop etc. The portal will allow patients to register into the portal either using Pin provided by the HNL. This portal will help the patients by providing information regarding their health information and allows patients to download their lab reports. Updated health records of patients will be shown graphically once patient get access to the portal.

Responsibilities:

- Assisted in the configuration and maintenance of "Sandbox" environments to facilitate successful development and deployment of new on-demand features and functionality.
- Designed, and developed **Apex Classes, Controller Classes**, and extensions for various functional needs in the application.
- Wrote **SOQL** and **SOSL** statements within custom controllers, extensions.
- Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Involved in requirements gathering and analysis for **Agreement management** with the onsite team.
- Involved in Technical solution proposal and **Technical document preparation**.

- Involved in setting up field level access for each custom object created based on the user's role and profile within the organization.
- Worked **with DevOps Team**.
- Involved in **code merge activities**.
- Involved in project **Rollout Activities**.
- Generated the test scenarios and carried out **Unit testing** for various business scenarios.
- Implemented **Test classes** to ensure **code coverage** was done for each class.
- Resolved critical issues in **SIT and UAT**.