

**Objective:**

I am an experienced software developer with 5.2 years of experience in IT having good verbal, written project communication and Problem-solving skills. I am dedicated towards learning and to improve my career graph and skills through association with a reputed Organization.

**Experience Summary:**

- Having Total 5.2 years of IT Professional Experience. 3.2 years of Experience in Sales force.com, as **Administration/Development/Lightning** including analysis, modeling, design, coding, testing and implementation on various business domains.
- Having good experience in Salesforce Lightning.
- Good Knowledge in **Configuration and Customization** of Salesforce.com.
- Extensive experience in designing of custom objects, custom fields, Pick list, role based page layouts, Workflow Alerts and Actions, **Validation Rules, Approval Processes**, custom Tabs, custom reports, report folders, report extractions to various formats, design of **Visual Force Pages, Record Types, Dashboards**, and Email generation according to application requirements.
- Strong knowledge on **Administration setup, Apex, Visual Force** and experience with different SFDC development tools like **Force.com Eclipse IDE** and integration tools like **Apex Data Loader**.
- Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations
- Experience in creating **reports and dashboards** as per the client's requirement.
- Experience in configuring **users, profiles, roles and permissions** towards business requirements.
- Experience in implementing **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 permission based on the organizational hierarchy.
- Good knowledge of understanding **Organization Wide Defaults (OWD)**.
- **Good experience in Apex Data Loader and Eclipse tools.**
- Good Working Knowledge in **SOQL & SOSL**.
- Knowledge in writing **Triggers, Apex classes and Visualforce Pages**.
- Good experience in Lightning Components and LWC.
- Experienced in use of **Standard and Custom Controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.
- Proficient knowledge of **Governor limits**. Experienced in optimization of existing code in according to the governor limits. Good Experience in integrating web services, developing REST APIs and SOAP APIs.

## **Professional Experience:**

- Working as Desktop Engineer at ALPHONSO TECHNOLOGIES PVT LTD (Bengaluru) from (2017 SEP to 2019 )
- Working as Salesforce Developer at ALPHONSO TECHNOLOGIES PVT LTD (Bengaluru) from (2019 OCT to till date)

## **Educational Summary:**

- Bachelor of Degree from Sri Krishna Devaraya University (Ananthapur)

## **Summary of skills:**

<b>SFDC Technologies</b>	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Lightning (Aura), LWC ,
<b>Salesforce Tools</b>	Salesforce CRM, Developer Console
<b>Markup Languages</b>	HTML and Visual force
<b>Programming skills/Scripting Languages</b>	Java Script and Apex
<b>Database</b>	SOQL, SOSL
<b>Operating System</b>	Windows Family

## **Project Details:**

**Client:** Arrow Internal Sales and service.

**About Client:** Arrow Electronics is company which sell different types of electronics items where they maintain sales, service, partner relationship and different kind of approval process within the salesforce.

## **Roles and Responsibilities:**

- Involved in Data Model and Design discussion with business.
- Worked on a different project and played a role as developer.
- Worked on creation of public sties and public communities using force.com sites and salesforce digital experiences.
- Worked on implementing the business hours within the Org.
- Using business hours maintained the SLA tracking which refines the case management and case timer functionality which is totally customized.
- Integrated different systems with salesforce using REST API and SOAP API.
- Worked on design and implementation of Approval process within the salesforce using both standard and apex customized ways.
- Worked to scheduled process builders and workflow and created numerous automations without touching any customization.
- Created so many components for user interface using LWC to make the user experience easy and convenient.
- Had experienced number of Salesforce out of box features like assignment rules, escalation rules, web to lead, email to case, web to case, support process, entitlement process, milestone SLA tracker, paths, and many in the implementation of new functionalities for the users.

- Worked on time-based workflows and much aware of the process, salesforce standard process of processing and order of execution.
- Did lot of debugging for the production issues and resolved successfully.
- Involved in deployment and migration activities.
- Used salesforce provided easiest methods and configurations like custom setting, custom metadata, custom labels and build the applications with best practices.
- Worked on code reviewing with the team before testing for best practices in the code.
- Involved in unit testing and smoke testing with business.
- Involved in various demos with the business after developing the various applications.

### **Client: Well-Point (USA Client)**

**About Client:** Wellpoint is a famous insurance company and serving many customers across the world, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. we have used many custom objects, automations and custom code used like APEX, VFP. We are working on classic to Lightning migration phase now.

### **Roles and Responsibilities:**

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analysed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
- Responsible for setting up Field Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- Created and used Email templates in HTML.
- Involved in end-to-end testing and gathering feedback from business users
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc

**DATE:**  
**PLACE:**

**SIVA PRASAD.**

