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Professional summary

- Offers 4+ years progressive advancement in various phases of design, development, support of SFDC.
- Extensive experience in developing **Apex Classes**, **Triggers**, **Asynchronous apex** in accommodate with Salesforce best practices and performance considerations.
- Hands on experience in **Lightning Aura components and JavaScript**
- Expertise in developing **integrations** with external party systems using **REST and SOAP API**
- Working knowledge on **XML, JSON** and Wrapper Classes.
- Experienced in analyzing business requirements and implementing them to Salesforce   **custom objects**, **master-detail relationships**, **lookup relationships**.
- Experienced in **Creating Roles**, **Profiles**, **Email Services, Page Layouts**, **Workflow Alerts** and **Actions**, **Process builder and Flows.**
- Experience in Importing & Exporting the data with the help of **Import Wizard & Data Loader.**
- Experience in Deployments through **Change Sets, Metadata API , Salesforce CLI .**
- Experience in setting up **Field service lightning (FSL**) package According to client business process.
- Experience with Configuring dispatcher console, defining FSL data models such as work order, service appointment.
- Good experience in SDLC's phases like Requirements study, Design, Development, Implementation and Maintenance stages of various projects.
- Administered Salesforce.com setup, which involves **Security controls, dashboards, reports and managing users.**
- Good understanding of **Governor Limits** and designing solutions keeping the same in mind.

Technical Expertise:

- CRM   :   Salesforce.com CRM, Service Cloud, Omni channel
- SFDC Technologies   :   Apex, Visual force, Triggers, Lightning Aura.
- Web Technologies   :   HTML, CSS and Java Script
- Tools   :   Force.com, Visual Studio Code, Data Loader, Workbench

Educational Qualification

- B.TECH in Electronics and Communication Engineering from JNTUK UNIVERSITY-2018.

Experience Summary

- Working as a Software Developer in Grapple Info Solutions Private Limited from 19th November 2018 to till date

Project Summary

Project #1:   **N-Able Care force**

Role   **Salesforce Developer and Admin**

Description:

N-Able Technologies International, Inc. provides network monitoring and remote systems management software. The Company offer asset discovery, inventory management, monitoring, automation, antimalware, anti spam, computer audit, antivirus, system back up, and remote access solutions. As a Salesforce implementation partner we implemented and supported N-able care force a service cloud application to serves it's customers worldwide.

Responsibilities:
- Involved in various activities of the project, like development meeting, requirement gathering and analysing requirements, documenting the functional and non-functional requirements.
- Designed and developed the Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
- Attended daily meetings, weekly scrum meetings and sprint review meetings.
- Developed Workflows, process builders and Flows for various   functional needs in the application.
- Created Visual force/html email templates for Email Alerts using triggers and approval process for the clients and customers.
- Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
- Worked on Test Cases by developing Test Classes to meet the required Code Coverage in Salesforce.
- Created Profiles, Roles and Permission Sets for all the users in the organization.
- Worked with Data Loader to update, insert and delete records using excel sheets as a part of the data migration.
- Performed code optimizations reviewed by the expert team and as per standard practices
- Provided ongoing salesforce.com maintenance support and administration services including periodic data cleansing and fixing runtime issues.

Project #2:   **Scholastic Asia**

Role   **Salesforce Developer and Admin**

Description:

A global company headquartered in New York, is the world's largest publisher and distributor of children's books and educational materials education products, services to institutions, governments and direct to individual learners. Scholastic project focuses on enabling automate CRM processes using Salesforce CRM. It has different business units to cater to the needs of variety of customers and manage different set of products in Digital education industry. Each of the product has a set process in place to provide support to its customers. All of the support requests are logged as cases in Salesforce which are then handled as per the set business rules depending on the business unit the case is raised for.

Responsibilities:
- Extensively developed Lightning components, Apex classes.
- Configuring new users, profiles and roles.
- Handle all configurations related requirements related to workflows, validations, assignment rules, profiles, roles, sharing settings, email templates etc.
- Configuring new page layouts based on profiles.

- Business automation using workflows
- Creating validation rules and field dependencies.
- Creating record types assigning to different page layouts.
- Writing apex classes and apex triggers.
- Writing unit test cases and test classes

Project #3: **DPD-Latvia**

Role **Salesforce Developer and Admin**

Description:

DPD Latvia implemented Salesforce Service Cloud to ensure excellent customer support. When millions of packages are in transit every day. This project is to onboard Latvia support to omni channel customer support, customers can reach the company's service agents and is dealt with in a universal manner adhering to company-wide KPIs. With Service Cloud, service agents can escale support queries with other company departments to ensure that the majority of cases are resolved with a single customer touch point. It also enables multiple legacy systems to integrate with Salesforce hence different departments can access the same data.

Responsibilities:

- Participated in the estimate and scope discussions and worked on requirement Clarifications.
- Implemented lightning Aura components to deploy them in community, Salesforce record pages.
- Enable Integration between salesforce.com and multiple other 3rd party systems providing solutions, end to end development, and testing and finally deployment of the same
- Worked on creation new visual force pages and updating existing visual force pages   as per the requirement.
- Configuring new users, profiles and roles and page layout
- Deployment activities and end user support
- Done data migrations using apex data loader and other third-party tools
- Wrote test classes to achieve code coverage for the org and complex scenarios for unit testing.
- Completing System Administration. Account changes, Hierarchy changes, Permission set creation, etc, ensuring the system runs smoothly.

Project #4: **Harmoney -NZcloud Lending**

Role: Developer

Description:

Harmony Limited is a New Zealand based peer-to-peer lending service headquartered in Auckland. NZ-Harmony is the Force.com application developed to automate marketing and banking activities. The project has been developed to deal with all the lending operations and the external Customer's services. The integrated banking Automation system is designed to handle the policies related to borrowers and investors' accounts open in closing, the advances to its customers, verification of customer bank accounts, withdrawal, and credit check. This Process also deals with Customer Acquisition, Document Collection, and Loan approval and negotiation process.

Responsibilities:

- Involved in the design of the application.
- Involved in creating the objects, tabs, fields, and formulas.
- Developed application using Apex Controller, Visual Force pages.
- Integrated with 3rd party systems to get credit details of customers.
- Extensively used REST web services.
- Done data loading from existing legacy systems.
- Worked extensively in areas of implementation, customization and integration of business model.