


Chandralekha M

Currently working in **ITC Infotech, Bangalore**

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Career Objective

Want opportunities for a challenging position as a **Salesforce Developer**. Have a passion to succeed and desire to excel in the areas of CRM development technologies. Want to utilize my existing skills, ability & knowledge and want to enhance it by learning new skills/technologies. Want to use proactive approaches on my work for the fulfilment of personal & professional growth and organizational goals.



Synopsis

Professional **Salesforce Developer with more than 2.5 years of experience** in App Development. Comprehensive knowledge of platform development, enterprise architecture, agile methodologies, cloud services, and web-based applications. Innovative change agent with a unique mix of high-level technology direction and deep technical expertise.

- More than 1 year of professional experience as a **Salesforce Admin and Developer** in CRM development and implementations.
- Around 1.5 years of professional experience in **Lightning App & Lightning component** development.
- **Extensively worked on inbound and outbound Integration in Salesforce.**
- Professional in Salesforce.com/Force.com development and configuration using advanced Apex / Visualforce as well as **Lightning Apps, Lightning Design System, API Integrations, Sales Cloud, Service Cloud, Bootstrap, Angular 2+, HTML, CSS, JavaScript, SQL.**
- Expert in project management tools like JIRA, Ant, Tortoise SVN. An excellent problem-solver, **able to quickly grasp complex systems and identify opportunities for improvements** and resolution of critical issues.
- Well versed with the **Software Development Life Cycle.**
- Good team player having good communication skills also have the ability to work independently.
- **Strong technical, analytical, communication and team skills.**



Experience

09-2018 - Present

2.4 years of experience in **ITC Infotech**.



Skills

CRM Packages	:	Salesforce.com, Force.com
Technical Areas	:	Sales Cloud & Service Cloud
Languages	:	Apex, Visual Force, JavaScript, Core Java, J2EE
Framework	:	Lightning Component, Spring, Spring MVC & Boot, JPA & Hibernate,

Web Scripts : Angular 8, JSP, HTML, JavaScript, Typescript
IDE : Eclipse, Visual Studio Code, STS
Ticketing Tools : JIRA
Tools : Apex Data Loader, Force.com Explorer, Developer Console, Workbench
SQL developer, MySQL, Putty, Postman, WinSCP, UI Path RPA Tool.



Projects Details

Jan.2020 till date : British American Tobacco

Client Name : British American Tobacco
Domain : CRM Salesforce
Role : Salesforce Lightning Developer
Technology : Apex, Visual Force , JavaScript, Lightning Data Services
Project Type : Development

Responsibilities:

- As a Salesforce developer, my responsibility was to develop in-house applications using APEX, VisualForce, Visual-flows, Triggers..
- Build Beautiful User Interface as per mock-ups using Visual Flows.Configured/customized the Salesforce application as per the client's requirement.
- Business Automation using Workflow and Process-Builders and Visual Flows.
- Integrating different 3rd Party APIs to Verify and Validate the information supplied by the Customer on Registration.
- Enable Lightning Components on VF Pages.
- Deployment and Release Management on Production.
- Building pluggable components which supports both Lightning and Visualforce..
- Run the Rest API Web Services and pull the data.
- Creating the custom Apex classes to interact as a controller on server side.
- Designed Various Web Pages Using Visualforce.
- Developed Test Classes for Apex Classes and Test Coverage for Triggers.
- Configured the Workflows & Approvals, Page Layouts, Record types.
- Have knowledge on Lightning Web Components.

Jan.2019 – Dec 2019: BAT PeTra SalesForce CRM

Client Name : British American Tobacco PeTra
Domain : CRM Salesforce
Role : Salesforce Admin/Developer
Technology : Apex , VisualForce , JavaScript
Project Type : Development/ Maintenance

Responsibilities:

- Configured the Workflows & Approvals, Page Layouts, Record types.
- Creating Users and adding AD Groups.
- Configured/customized the Salesforce application as per the client's requirement.

- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Groups, Reports and Dashboards.
- Created Custom Buttons in Accounts, Opportunities and Cases Objects.
- Developed Some Formula Fields for Calculating Case Status Response Time. Based on this we Assigned the Traffic Signals.
- Checking with IVY Mobile App with different Users
- Receiving data from external source to sales force datasets.
- Creating Apps, Lens, Dashboards.
- Finding the debugging to the users
- Run the Reports like Logs, Apk versions, and Error Logs.
- Downloading json file to check the debugs.
- Run the Rest API Web Services and pull the data.
- Creating the custom Objects & Fields.
- Designed Various Web Pages Using Visualforce.
- Developed Test Classes for Apex Classes and Test Coverage for Triggers.
- Configured the Workflows & Approvals, Page Layouts, Record types.
- Developed Nearly 20+ Reports and Dashboards.

Sep. 2018 – Dec. 2018: Finnair Airlines BPM

Client Name : Finnair Airlines
Domain : Airlines
Role : Java Developer
Technology : Java/J2EE, Spring MVC, Hibernate, REST API Oracle 11g, Angular
Tools : SQL developer, Postman, Putty, WinSCP

Finnair BPM is an end to end airline application (management) that has modules corresponding to each component of BPM processes.

Responsibilities:

- Interacting with client to understand the process & to gather new requirements.
- Working on enhancements/building new functionality for new changes.
- Analyzing & designing the application document.
- Plan & perform web service migration from Axis2 to Apache CXF.
- Log analysis, checking & resolving issues, working on tickets reported by end users.
- Creating JUnit test cases for testing for new changes.
- Developed many SOAP/Rest Webservices for various applications.
- Designed a Bot for the processing of the errors using RPA UIPath Automation Tool.
- Checking issues & solving them, working on tickets
- Server maintenance & restart activity.
- Several DB operations & maintenance.
- Log analysis & finding issues.
- Application support during outages by coordinating with different teams.

Sep. 2018 – Jan. 2019: Carlson Wagonlit Travels (CWT)

Client Name : Carlson Wagonlit Travels (CWT)
Domain : Travel and Hospitality.
Role : Java Developer

Technology : Java/J2EE, Spring, JSP, JPA, Sybase, Delphi
Tools : Eclipse, STS, Postman , SQL

CWT is a travel management company that manages business travel, meetings, incentives, conferencing, exhibitions, and handles event management.

Responsibilities:

- Regular application maintenance, configuration changes, batch jobs monitoring
- Developed a Spring Boot application with JSP called "HVT" for maintaining all the hotel reservation.
- Checking issues & solving tickets
- Analysing & fixing defects
- Impact analysis of new changes, building new functionality for Audit Processing from GDS Systems.
- Testing of changes using JUnit testing
- Application support during outages by coordinating with different teams



Education

2014 - 2018 AMC Engineering College.
B.E on Computer Science Engineering



Personal Information

Date of Birth : 25-10-1996
Languages Known : English, Kannada & Telugu, Hindi
Permanent Address : 37, 2nd Cross, 4th Main N.S.Palya, Bangalore-76



Declaration

"I hereby declare, all the above-mentioned details are true to my knowledge and I assure you that I will work to my level best if I get selected in your esteemed organization."

Date : 13-12-2020
Place : Bangalore

(Chandralekha M)