

## Skills and Experience

- 9X certified in salesforce.
- 6+ years of experience as a Salesforce developer/administrator. Have extensive knowledge in implementing, customizing and maintaining Salesforce solutions.
- Experience in Administration, Configuration, Implementation, and Support of Salesforce CRM based on Apex and leveraging Force.com Platform.
- Expertise in customization SFDC Application using Lightning Application, Apex, LWC, Visual Force Pages, Classes, Controllers, Triggers,
- Extensive experience in Creating of custom objects, custom fields, custom page layouts, workflows, relationships, look-ups, dependent pick lists, and role based page layouts, work flow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, designing Visual Force pages, record types, formula fields and email generation according to application requirements.
- Experience in web technologies like HTML, XML, and JavaScript.
- Hands on 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 permissions based on the organizational hierarchy.
- Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL
- Involved in data migration using Apex Data Loader.
- Hands on experience in building processes using Process Builder in Salesforce.
- Hands on experience in designing Flows using Flow Designer in Salesforce.
- Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
- Experienced in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as required by business requirements.
- Strong understanding lightening components like controller, helper, event, SVG
- Experienced in Asynchronous operations writing Batch apex, Schedule apex, queueable apex and Feature method.
- Worked in all stages of Software Development Life Cycle (SDLC).
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
- Strong understanding of fundamental business processes, excellent Communication and inter-

personal skills with ability to work well in a dynamic team environment.

- Proficient knowledge of Governor limits.

## Technical Skills

<b>Platform</b>	Salesforce.com
<b>Web Development</b>	HTML, JavaScript, jQuery, CSS, Angular JS, Bootstrap
<b>Computer Languages</b>	Apex, Web Services (REST, SOAP), SOQL
<b>Areas</b>	APEX, VisualForce, DML, SOQL, SOSL, Classic and Lightning UI, Security and Access, Standard and Custom Object Architecture, Relationship Model, Sales and Service Cloud, Workflow/Validation rules, Data Management, Process Builders, flows, Profiles, Creating Roles, Page Layouts, Triggers, Batch classes, LWC, Integration
<b>Tools</b>	Salesforce Dataloader, Jenkins(devops), HP Service Manager for ticketing, ServiceNow for ticketing, Eclipse, Force.com Eclipse IDE Plug-in, Apex Dataloader, ANT, Jenkins, VS code
<b>Methodology</b>	Agile, Waterfall/ITIL
<b>Verified Skills by</b>	Salesforce.com Certified Service Cloud Consultant, Salesforce.com Certified Sales Cloud Consultant, Salesforce.com Certified Platform Developer 1, Salesforce.com Certified Administrator, CLOUDU certificate DB2 fundamentals certified – IBM

## Other Technical Skills

<b>Languages</b>	Core JAVA, C, C++, SQL
<b>Software</b>	SQL, Eclipse
<b>Tools</b>	Selenium, UFT, Load runner, HP Service Manager for ticketing, ServiceNow for ticketing, Jira

## Total Work Experience:

Company: IBM Period: April 2019 – Till date

Company: TCS Period: December 2014 – October 2018

## Project Summary

<b>Project Account</b>	British Petroleum – IBM
<b>Role</b>	Team lead

<b>Project Description</b>	British Petroleum is British multinational oil and gas company headquartered in London, England. It is one of the world's seven oil and gas "supermajors". It is a vertically integrated company operating in all areas of the oil and gas industry, including exploration and production, refining, distribution and marketing, power generation and trading. It also has renewable energy interests in biofuels, wind power, smart grid and solar technology.
<b>Responsibilities and Skills</b>	<p>Work with clients to improve their customer relationship management processes. Architectural and non-functional requirements like performance, scalability, reliability, availability, maintainability.</p> <ul style="list-style-type: none"> <li>• Leading the considerable sized team from offshore as Salesforce Lead role in different phase of projects from Development to Post Go Live Support with complete ownership of Deliverables by using Infosys Application Development Workbench which plays a pivotal role in collaborative application development.</li> <li>• Involved in Requirement Elaboration Workshops, Preparation of Sprint Plan, Scoping and Solution Designing for different Business requirements.</li> <li>• Provided the capabilities of Infosys Integrated Project Management to the client for maintaining the project plan.</li> <li>• Responsible for reviewing the current business processes and creation of process documents for future reference using Infosys' K-Shop, which contains projects re-usable information on project best practices.</li> <li>• Continuous evaluation, discovery and implementation of new technologies.</li> <li>• Involved in preparation of Test cases for UAT Testing and assess the performance of the application from the metrics obtained after running Capacity Assessment and Performance Engineering</li> </ul>
<b>Duration</b>	1 year

## Project Summary

<b>Project Account</b>	Barclays - IBM
<b>Role</b>	Salesforce Developer
<b>Project Description</b>	Barclays is a British multinational investment bank and financial services company, headquartered in London, England. Apart from investment banking, Barclays is organised into four core businesses: personal banking, corporate banking, wealth management, and investment management.
<b>Responsibilities and Skills</b>	<ul style="list-style-type: none"> <li>• Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.</li> <li>• Involved in activities related to Salesforce.com setup, Configuration, customization, Administration, Development, Data Migration and deployment of application to force.com platform.</li> <li>• Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.</li> </ul>

	<ul style="list-style-type: none"> <li>• Defined, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, actions, Auto-Response Rules, Page layouts, mini page layouts, search layouts, custom Components, custom compositions, Visual Workflows (flows), custom reports, dashboards Visual Force Pages to suit to the needs of the application.</li> <li>• Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.</li> <li>• Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.</li> </ul>
<b>Duration</b>	9 months

### Project Summary

<b>Project Account</b>	Johnson and Johnson - IBM
<b>Role</b>	Salesforce Developer
<b>Project Description</b>	The goal of the Janssen Project is to enable organizations to build a scalable centralized authentication and authorization service using free open source software. The components of the project today include implementations of the OAuth, OpenID Connect and FIDO standards.
<b>Responsibilities and Skills</b>	<ul style="list-style-type: none"> <li>• Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.</li> <li>• Created several workflows by defining rules, approval processes and related actions which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.</li> <li>• Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.</li> <li>• Wrote several SOQL &amp; SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.</li> <li>• Defined lookup and master-detail relationships on the objects and created junction objects to establish many to many relationships among objects.</li> <li>• Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users</li> <li>• Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.</li> <li>• Integrated the third party web services using callouts by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com and developed own WebServices.</li> </ul>
<b>Duration</b>	4 months

## Project Summary

<b>Project Account</b>	Thomson Reuters - TCS
<b>Role</b>	SFDC Developer
<b>Project Description</b>	<p>Thomson Reuters enable professionals in the financial and risk, legal, tax and accounting, and media markets to make the decisions that matter most, all powered by the world's most trusted news organization. Thomson Reuters was recognized as a global influence based on audience engagement with company and employee updates and influence posts on the LinkedIn platform. Thomson Reuters we all have a shared responsibility to do business in ways that respect, protect and benefit our customers, employees, communities, suppliers and environment. This responsibility informs everything we do to support Our People, Our Markets and Our World. Project involves generation of quotes, proposals, account plans, invoices &amp; more. It also involves Inventory Management, Order Management and Delivery Tracking Management with User friendly</p>
<b>Responsibilities</b>	<ul style="list-style-type: none"><li>• Optimizing Workflows, Process Builders, Apex Class</li><li>• Created Test Classes for Apex Classes.</li><li>• Worked on Salesforce.com application to setup enhancements and customized it to match the functional needs of the organization.</li><li>• Designed Various Web Pages Using Visual force.</li><li>• Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.</li><li>• Creating Workflow Rules, Tasks, Email Alerts, and Field Updates to suit to the needs of the application</li><li>• Implement the Workflow and validation rules to maintain proper flow and avoid unwanted data</li><li>• Implemented, tested and deployed Visual force pages, Apex Classes</li><li>• Worked on integration using Soap API</li><li>• Creating Reports and Dashboards for user requirement.</li><li>• Deployed the Project to Various Sandbox Environments and Production</li></ul>
<b>Skills</b>	SFDC, APEX, VisualForce
<b>Duration</b>	3 Years

## Project Summary

<b>Project Account</b>	Supervalu - TCS
<b>Role</b>	SFDC Support

<b>Project Description</b>	SuperValu is a supermarket chain that operates on the island of Ireland. Like Spar and Londis, SuperValu is operated as a symbol group; each store is independently owned, with store owners using the SuperValu format and selling the chain's own brand products. However, SuperValu outlets tend to be larger than the convenience shop formats used by Spar and Londis, and the larger SuperValu stores are on a par with full-service supermarkets. Their main competitors are Dunnes Stores and Tesco Ireland.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Had taken the requirements from client and had done changes in production records</li> <li>• Worked on Root cause analysis for Production failures</li> <li>• Finding errors in code and reporting to developers</li> <li>• SOQL query running to access back end data</li> <li>• Data Loading for Weekend CDM jobs</li> <li>• Ran the Debug logs for critical issues</li> <li>• Used automation testing tools and did some manual testing on the functionality and raised defects</li> <li>• Created users and assigned relevant profiles</li> </ul>
<b>Skills</b>	SFDC, APEX, VisualForce, Excel
<b>Duration</b>	7 months

## Education

Degree	Institute	Year
B.Tech (EEE)	VR Siddhartha Institute of Technology	2010 – 2014
12 <sup>th</sup>	Board of Intermediate Education, AP	2010
10 <sup>th</sup>	Board of Secondary Education, AP	2008

## Personal Details

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