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Profile Summary

Result-oriented Salesforce CRM Admin, Developer with over 5 years of experience in the IT sector and 4 years of experience in Salesforce.

Areas of Expertise

- Having Experience in **Administration, Development, Implementation and Customization** of the Salesforce.com
- Experience in Creating, Designing of the **Custom Objects, Custom Fields, Custom Tabs, Apps and Links** used in the implementation of the Projects.
- Extensive Knowledge in **Custom Object Definition Edits, Custom Object Information, Record Name Label and Format, Optional Features, Object Classification, Search Status.**
- Experience in **Custom Formula Fields, Validations, Relationships, Page Layouts, Record Types, Permission Sets** used in Salesforce Projects to help businesses customize their Salesforce needs to their specific needs.
- Experience in **Buttons, Links & Actions, Compact Layouts, Field Sets, Object Limits and Button Layouts.**
- Experience in **Schema Level and Record Level Security** in the Salesforce.com
- Experience in **Creating Profiles, New Users, Assigning Users to Profiles, Managing Profiles, Users** which are implemented to control access to data and functionality within the Salesforce platform. (Schema Level)
- Experience in Implementation of **Organization Wide Default** set to **Private, Public Read-Only, Public Read/Write, Transfer, Sharing Rules, Manual Sharing, Restriction Rules** for the Organization to control the access to data across the organization.
- Additional experience in **Role Hierarchy** used to customize access to data and functionality within the Salesforce platform.
- Used **Salesforce Data Loader and Migration Tool** for managing the user's data. Used for the contact information of the organization.
- Experience in handling **Screen Flow, Auto launched Flow, Record Triggered and Scheduled Triggered flows.**
 1. **Screen Flow:** We have used this flow in creating custom pages, Creating and updating Records.
 2. **Auto Launched Flow:** We have used this flow in creating the Records in Custom Object. Included Conditions before creating records.
 3. **Scheduled Triggered Flow:** We have used this flow in Scheduled Jobs.
 4. **Record Triggered Flow:** We have used the flow in Record Management.

- Experience in **Reports, Dashboards**. Extensively we have used it in Tracking the Sales Performance of the users in Organization. Monitoring customer service metrics, analyzing marketing campaigns, and more.
- Experience in the **Salesforce CRM**. Currently working on the **Sales, Marketing, Service** Clouds. Customization, Integration, and Automation such as workflows, approvals, and APIs. Additionally, Salesforce CRM extended with a wide range of third-party apps and integrations available on the Salesforce AppExchange.
- Experience in **Apex Language** and knowledge in **Apex Classes, Objects** and **Interfaces**.
- Written **Apex Codes** which are used in Integrating, connecting to External Source and Customizing the Business logic.
- Experience in using Apex Methods as Calling Web Services.
- Experience in Deploying the Apex codes to Production. Written **Test Class** to achieve maximum code coverage.
- Implemented **Scheduled Apex** in Scheduled Jobs, where the Apex Classes are executed at Specific times.
- Implemented **Batch Apex** in jobs which are long running processes.
- Experience in **Triggers, Trigger Events and Trigger Context Variables**. Used Triggers custom actions before or after changes. Used in **Insertions, Updates and Deletions**.
- Experience in Visual Force Pages. Hands On Experience on Standard Controllers, Standard List Controllers, Custom Controllers, Controller Extensions, Styling of Pages, Buttons, Links, Tabs.
- Hands on experience in **Static Resources, Custom Components, Integration of Emails, Rendering, Using of Java Script** in VF Pages.
- Hands on Experience in the Web Services **REST API** and **SOAP API** used in the integration purpose.
- Experience in **Exception Handling, Assertions, Annotations**.
- **Deploying Apex, Deployment** from Sandbox to Production using **ANT Migration Tool**.
- Hands on Experience in **Lightning Web Components**. Knowledge on defining **Lightning Design System Styles, creating Custom CSS Component, Calling Custom CSS Component, LWC Push/Deployment** to the Organization.
- Experience in creating basic **Lightning Components, Buttons, Cards, Layouts, Layout-Items, LWC Fields, LWC usage in Apps, Tab, Record, Home**.
- Experience On **LWC Actions (OnChange, OnClick, OnFocus), Tabs, Tabsets, TabArea**.
- Experience in **Lightning Events, Creating and Dispatching Events, Event Propagation, Creating Records, Edit Records, Load Records, Importing Apex Methods**.
- Experience in **Refresh Apex** used in auto refresh in records page.
- Experience in **LWC Data Tables, Data Error Handling**, Data without Parameters and with Parameters.

Organizational Experience

- Working with AVL, Hyderabad from July 2018- Till Date.

Academic Details

- Completed Graduation in B.TECH (Electronics and Instrumentation Engineering) from **CVR COLLEGE OF ENGINEERING** affiliated to JNTUH in 2012 with 70%.

Technical Skills

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|--------------------|---|--|
| Languages | : | Apex(Force.com) |
| WEB Technologies | : | HTML, JavaScript, CSS, JQuery |
| Frameworks | : | Visualforce(Force.com), Aura component, Lightning Web Components |
| CRM | : | Salesforce.com |
| Salesforce tools | : | Force.com , Apex Data Loader, Data Import Wizard, Data Loader.io, ANT Migration Tool(Deployment), Visual Studio Code, Postman. |
| DB Query languages | : | SOQL(Force.com), SOSL & DML |

Project Details

Project #1:

Name of the Project: Employee Attendance, Tracking and Location Track

Company Name: AVL India Pvt. Ltd.

ROLE: Salesforce Admin /Developer

Team Capacity: 5

Duration: September 2021- Ongoing

Description of Project:

The Project Involves Salesforce CRM. Sales and Service Management to precise.

In this project, we have implemented the below Modules,

- Profiles for the Teams
- Users for the Teams
- Chatter
- CRED access to the data available
- Customized Email Templates.
- Mobile Application

Roles & Responsibilities in the Project:

- Created various types of **custom objects** to fulfill the requirement
- Implemented **Pick lists, Lookups, Master-detail relationships, Formula fields** to the custom objects.
- Involved in writing the **Approvals**.
- Creating user **Roles and Profiles** and given them Security controls and sharing rules.
- Implemented **Record-Level and SCHEMA security** and configured their **sharing settings**.
- Redesigned through customization and applications within salesforce.com, including the implementation of **Solutions and Leads Training** of salesforce.com globally for the Sales and Marketing Teams.
- Imported data by mapping to business objects in **CRM** system using **Apex Data loader** and **Import wizard**.
- Responsible for all Salesforce.com **CRM** related issues, **Customizations**.
- Working as **administrator** to support all the users.
- Worked on **Sales Cloud & Service Cloud** Creating of the Knowledge Base articles for Salesforce.com Customers. Provide the necessary technical training to the team members in resolving critical & complex performance and security issues related to the product.
- Maintained **Test Coverage** for all the classes and triggers and supporting deployment activities.
- Implemented **Apex Codes** for the Record Creation and Updates.
- Used **SOQL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
- Implemented **DML** Operations.
- Designed and implemented archiving of data using Batch Apex and Scheduling.
- Developed **Lightning page** for the Salesforce Mobile app.
- Developed **Lightning app** for agent with enhanced Lightning templates.
- Created and maintained the documentation for application Design, data mapping document for Migration and integration technical design document.

Salesforce Environment Worked On:

Salesforce CRM, Reporting and Analytics, Data Loader, HTML, Workbench, Workflow & Approvals, Reports Validation Rules, Security Controls, Sandbox data loading, SAAS, Salesforce.Com, Database Management.

Project #2:

Name of the Project: Contact Tracing, Contact Center, Management and Data Privacy

Company Name: AVL Big Data

ROLE: Salesforce Admin/Developer

Team Capacity: 5

Duration: January 2020- September 2021

Description of Project:

The Aim of this project is to manage Customer, Prospect Contact Information. With strong Privacy and Security. Handling Contact Information by managing Customer Interactions. For this, we used the strong database and CRM System to organize the contacts into groups, Segments and gave the access to the different teams like Sales Team, Service Team and Marketing Team. For this project is to use Data Loader to import and update contact data into Salesforce.

Roles & Responsibilities in the Project:

- Created **Custom S Object** with the Contact Data Name and respective Filed Names which includes First Name, Last name, Email Id, Mobile Number, Address and Gender.
- Developed various **Validation rules** using formula editor and JavaScript to validate the data.
- Developed time **Dependent Workflows** as per the requirement.
- Created **Page layouts, Search layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Created **Profiles** and implemented **object level, field level and record level security**.
- Used Data Loader from the App Exchange.
- Created **Mapping** and made it default in Data Loader so that it can Map the Fields in CSV files which are on local system.
- Used **Data Loader** to Upload the data.
- Used Import, Export and Delete options in the Data Loader.
- Created **Scheduled Jobs** to the Teams based on the Data.
- Involved in preparing **Business Requirement Document** and **Functional Requirement Document**.
- Redesigned through **customization** and **applications** within salesforce.com, including the implementation of **Solutions and Leads Training** of salesforce.com globally for the Sales and Marketing Teams.
- Designed of a **standardized Sales Process** to be used by all team members in each service line and division based on **Sales and Marketing** preference and requirements. Create reports and dashboards for each geography within service lines based on necessary analytics.
- Developed various **Apex classes, Controller classes** and **Apex triggers** for various functional needs in the application.
- Created and used email templates in **HTML** and visual force.

- Used the sandbox for testing and migrated the code to the deployment instance after testing.

Salesforce Environment Worked On: Salesforce CRM, Data Loader, Migration Tool, Validation Rules, Approvals, Reports and Dashboards, Triggers, Scheduled and Batch Apex, Visual Force Pages Lightning Pages.

Project #3:

Name of the Project: DAKSH – Clean Affordable Mobility

Company Name: XALT Energy

ROLE: Salesforce Admin

Team Capacity: 5

Duration: October 2018 – December 2019

Description of Project:

The main aim of the Project is to afford the Clean and Green Energy in affordable price to the End customer. For that the Company need to maintain lot of data and requires Reports, Data Tables, Contacts of their clients, Track of Leads, Opportunity calls and Tasks.

For this, the project has been developed and customized fully in Salesforce.com, where the Sales and Service team of their Company can login into the customized SFDC application and track their Leads, Contacts of their Customer Database. The Sales team can enter their customer contacts, Send them the remainder Emails and alerts about the Product Development on regular basis. The Service team can track the Service Calls and any complaints registered via Chatter. Here, We have created profiles, Custom Objects and Fields for the SALES Team, SERVICE Team and owner being their Project Manager. We have designed Lightning App for their purpose and also a Mobile APP which can also allow the respective team to punch their details.

Roles & Responsibilities in the Project:

- Created **Custom objects, fields, Validations, Workflows and Custom Object Tabs.**
- Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Leads, Campaigns.
- Designed and deployed the **Entity-Relationship data model, Validation Rules, Workflow Rules, Auto-Response Rules, Page layouts, Components** to suit to the needs of the application
- Customized Page layouts for **Opportunity, Contacts, and Accounts** depending upon user roles, and Groups
- Used Salesforce **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com SObjects. Used it to read, extract, and load data from comma separated values (CSV) files
- Defined **Lookup and Master-detail relationships** on the objects and created junction objects to establish connectivity among objects
- Created **Workflow Rules** and **defined related tasks, time triggered tasks, email alerts**, filed updates to implement business logic
- Created **Templates, Approval processes, Approval page layouts** and defined **Approval actions** on them to automate the processes.
- Build **Reports, Dashboards.**

- Customized **Marketing, Sales and Service** applications to create a web to lead forms, Campaign to lead forms, assigning tasks, and managing workflows.
- Defined **lookup and master-detail relationships** on the objects and created **junction objects** to establish connectivity among objects.
- Implemented web based **Case Management Automation** – Web to Case (on Case Object) to track and solve customer`s issues.
- Implemented **Record-Level and Field-Level security** and configured their sharing settings
- **Opportunity, Leads, Account, Contacts Management.**
- Involved in preparing **Business Requirement Document** and **Functional Requirement Document.**
- Responsible for setting up **login restrictions** and **resetting** the user passwords
- Implemented **public access settings for sites, restricted login hours, and restricted login IP ranges** on profiles.
- Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC)

Salesforce Environment Worked On:

Salesforce CRM, Apex Classes, Apex Triggers, Apex Batch classes, LWC Pages, Work flow, Deployment, Salesforce reports/Dashboards. Data Loader, Workbench, PostMan for the Integration (REST), HTML, XML, CSS, java script, Eclipse IDE plug-in, Salesforce CPQ, Data Migration, Salesforce Classic Interface.

Certification and Trail Head Details

- <https://trailblazer.me/id/sdutt302>
- <https://drive.google.com/file/d/1CdZOuNHbgkBHCP1VFRsmlRH-98GFqEY8/view?usp=sharing>
- <https://drive.google.com/file/d/15IS9qyPt-swD7MTZ3o5PsMjD6xl7-SmP/view?usp=sharing>

Declaration

I Hereby declare that all the information provided by me in this application is factual and correct to the best of my knowledge and belief.

Date: 03.07.2023

Location: Hyderabad