Komal B

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Profile Summary:

- Having **5+Years** of experience in IT Industry whereas, **3.8 years** of experience in **Salesforce Platform**.
- Have experience on **Apex Classes**, **Batch Apex, and Apex Scheduler, Test classes**, **Triggers** and working knowledge on **SOQL and SOSL.**
- Proficient in designing and developing **Visual Force Pages**, **Apex Controllers** and **Controller Extensions, Lightning Aura** and **Integration**.
- Experience in customizing **Email Templates** (HTML, Visual Force with apex components) and **email configurations.**
- Created and assigned Roles and Profiles to **Users**, **Fields** and **Object level Securities**.
- Pro-actively identifying, solving project issues, **debugging errors** and fixing them.
- Worked on **Lightning Web components** and involved in end-to-end lightning web component implementations.
- Worked on **Lightning Aura Frame works & Controllers**. Good Experience on Aura components & Aura Framework.
- Have excellent communication and interpersonal skills. Ability to take pressure
- Good experience in delivering solutions to productions organizations.

Work Summary:

- Working as a Salesforce Developer in Souxe Technologies Private Limited from Dec'22 to till now.
- Worked as IT Support Engineer – Salesforce in TCS on payroll of Six Sigma from Aug'21 to Nov'22.
- Worked as Associate Technical Support - Salesforce in Tech Mahindra from July'19 to Aug'21.
- Worked as Customer Support Collection Agent in Sykes from Mar'18 to June'19.

Technical Skills:

➢ Apex Class	➢ Integrations
➢ Batch Classes	➢ Sales Cloud
➢ SOQL & SOSL	➢ Service Cloud
➢ Data Loader	➢ Aura Components
➢ Lightning Web Components	➢ Visual Pages

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Certification:

➢ Salesforce Certified Platform Developer1.

Projects Experience:

Project # 4

Title	**: Car Hire**
Job Role	**: Salesforce Developer**
Team Size	**06**

Description:

This is an LWC project related to car management. This module is specifically for hiring & management of cars. Modules involved are saving the details of car and customers and their reviews. It also involves car repairing and insurance tracking as well. A customer can search for different type of cars and pick it based on car specifications. Admin can enter the details of cars along with pictures that customers can view. A customer can add reviews on car and he can also view reviews of other users. Also, a customer can register himself and he can get the details of his previous hires.

Roles & Responsibilities:

➢ Analyzed the business process of requirement and then created the data model required.
➢ Created custom application, objects, tabs, fields with the custom functionality to efficiently meet the Business requirement.
➢ Created custom components which can communicate each other and integrated in Lighting pages.
➢ Done research on how to integrate third party libraries (leaflets) for location services and integrated in application.
➢ Written test cases and unit testing of the application

Project # 3

Title	**: HCF**
Job Role	**: Salesforce Developer/Lightning**
Team Size	**09**

Description:

The Hospitals Contribution Fund of Australia Ltd. provides insurance services. The Company offers a wide variety of different insurance policies including health, travel, pet and retirement insurance. The Hospitals Contribution Fund serves customers throughout Australia. The Hospitals Contribution Fund of Australia to provide health insurance cover to Australians. It has grown to become one of the country's largest combined registered private health fund and life insurance organizations. HCF is the 3rd largest health insurance company in Australia. HCF provides private health insurance cover for a full range of health cover including pet insurance, travel insurance and life insurance.

Roles & Responsibilities:
➢ Developing flows using flow builder to guide the call Center agents to capture user information and

perform required updates to the system.

➤ Worked on Sharing Rules, Permission sets, profiles and Roles.

➤ Worked on Objects and fields visibility to roles and profiles.

➤ Worked on Apex classes and Test classes.

➤ Worked on code refactoring scenarios like avoid SOQL injection error and put limits and testing the functionality as expect educing assert statements.

Environment: Salesforce.com, Apex, Flows, Process Builder, Triggers

Project #2

Title   : **Insurance Policy Management**
Job Role   : **Salesforce Developer**
Team Size   12

Descriptions:
The Application will provide customer to apply for Insurance Policies. This application supports single policy with multiple coverage parts, designed to fulfill the insurance needs of new customer. In this module we provide the users with all types of operations like endorsements, renewals, holds, automatic renewals ,can collation sets .In this Customer can send any query regarding policies. Customer can pay amount online by debit card and credit card. As part of the application, we have two modules implemented for the customer and agent and multiple integrations between the systems like SAP, MW, CC. We have implemented salesforce sites and Rest API Integration and Callouts as well.

Roles & Responsibilities:

➤ Used Force.com for development for Visual force Pages, Apex classes, Triggers. Developed Apex Triggers in the application for various Business/functional requirements.

➤ Developed Batch Classes and Schedulable Classes.

➤ Developed Outbound Email services.

➤ Written SOQL query language necessary for the application in Apex Classes and Triggers.

➤ Developed UI Visual Force along with Visual Force components, CSS, HTML tags, and used JavaScript for front-end validation.

➤ Use various visual force components like Action Function, Page Block, Input Field, Action Support, Command Link, Command Button etc.

➤ Worked on Aura Components.

➤ Implemented LWC Components for the client requirement.

➤ Worked on deployments through Jenkins.

➤ Worked on GIT repositories for the version controlling.

➤ Worked to integrate salesforce system to SAP, MW, and CC Systems.

Project # 1

Title   : EF Admissions – Switzerland
Job Role   : Salesforce Admin
Team Size   05

Descriptions:

F Education First is an international education company that specializes in language training, educational travel, academic degree programs, and cultural exchange. Client used Salesforce.com platform to manage their admissions process.

Roles & Responsibilities:

➢ Worked on configuring the data model and the relationships.
➢ Worked on configuring search layouts, list views and validation rules Worked on sharing settings to implement security.
➢ Worked on Data Management activities to migrate the data from legacy system to salesforce and also data loading support activities on weekly basis.
➢ Worked on configuring workflow rules, process builder and approval process to automate the process as per the business requirements.
➢ Worked on configuring reports and dashboards as per the business use cases.
➢ Worked on configuring reports and dashboards as per the business use cases.
➢ Create Email templates, Work flow rules and Email services.
➢ Written test methods needed for the deployment of code to production.
➢ Worked on Custom Settings and Custom Labels.

Education Summary:

➢ Graduated in B.Sc (2018) from Osmania University, Hyderabad.

Declaration:

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness.

Date: (Komal B)