## Certification - Administrator Overview Certification Certification Certification - Service Cloud Consultant

## BATCHU DHEERAJ

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**Experience Summary**

Skilled Salesforce Professional with 6.5+ years of strong experience in record of client satisfaction. Skilled at analyzing business processes and finding automated solutions. Excellent leadership, presentation skills and ability to translate technical concepts into practical terms. Enjoy resolving complex problems in fast-paced environment and committed to organizational growth.

**Summary**

* 6.5+ years of strong IT experience in Design and Development skills spanning all facets of Application implementation.
* Strong ability to work individually and constantly and ability to adapt to dynamic work environments.
* Strong knowledge and working experience in SDLC methodologies such as Agile models.
* Expertise in Apex (Trigger, Batch, Scheduler), lightning aura components and LWC components.
* Strong Implementation experience on custom objects, workflow rules, Visual flows, Process Builders, Page Layouts, validation rules, Escalation Rules, Assignment Rules, Sales Process, Approval Process, Quick actions, Rest API.
* Design and Implemented 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.
* Strengths in problem solving, issue-resolution, ability to work in a deadline-driven work environment, attention to detail, and ability to multitask.
* Strong understanding of Salesforce.com security model, CRM business process, integration capabilities etc.
* Hands-on design and development of custom solutions on the force.com and data migration.
* Worked with third party suppliers to transition applications into ongoing support, resolve issues and manage ongoing release
* Research changes for upcoming versions of salesforce.com and provide recommendations when necessary to enhance efficiency and productivity.

**Certification’s:**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Admin
* Salesforce Certified App Builder
* Salesforce Certified Sales Cloud Consultant.

# Educational Qualification:

|  |  |  |
| --- | --- | --- |
| Degree | Year of Passing | Percentage |
| MASTERS IN IFORMATION SYSTEMS | 2016 | 80% |

**Project 1**

**Company :** Persistent System

**Title :** IDFC OD App

**Client :** IDFC Bank

**Duration :** Oct 2021 to Till

**Role :** LeadSalesforce Developer

**Responsibilities**

• Experience in developing client-specific solutions on force.com platform using Apex classes and Triggers, Visual Force. Designing and building LWC Component to display customer records.

• Working on the Rest & Soap integrates the mobile and web application.

• Managed API integrations and web services.

• Configured Sharing Settings.

**Project 2**

**Company :** Adomita Technologies Pvt Ltd.

**Title :** Employee Management System

**Client :** Persistent System

**Duration :** Oct 2020 to Oct 2021

**Role :** Salesforce Developer

**Responsibilities**

• Worked on various Salesforce.com customizations - standard objects and creation of customized business objects, screens, views.

• Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

• Customized different page layouts and assigned them for different profile users.

• Customized tabs for among different business users groups and centers.

• Created various reports and dashboards.

• Worked on Deployment process by using Change Sets, Force.com IDE tool.

• Regularly perform database de-duping and cleanup procedures.

• Prepare data files and upload the data into salesforce.com using Apex data loader.

**Project 3**

**Company :** PULSEBYTE SOFTWARE CONSULTING PVT LTD.

**Project Name :** Axiom CS

**Client :** Credit Suisse

**Duration :** Jan 2019 to Oct 2020

**Technologies :** Force.com Platform, Apex, Triggers, Visual force pages.

**Other Tools** : Force.com IDE, Apex Data Loader Tool.

**Responsibilities**

* Work closely with sales management to inspect sales process quality and prioritize improvements.
* Develop customizations (new fields, new objects) to Salesforce.com that improve workflows and reports.
* Test business applications and ensure performance is as designed; work with team members to resolve any issues.
* Work with team members to identify project tasks, estimated work effort and timelines; escalate any changes to project scope.

**Project 4**

**Company :** Accenture Systems Pvt Ltd

**Project Name :** Telstra PSM

**Client :** Telstra

**Duration** : April 2017 to Jan 2019

**Technologies :** Force.com Platform, Apex, Triggers, Visual force pages.

**Other Tools** : Force.com IDE, Apex Data Loader Tool.

**Responsibilities**

* Understanding and analyzing the requirements and mapping them to Salesforce functionality.
* Involved in Creating Custom Objects, fields, page layouts, record types, custom tabs and applications.
* Creating/add and manage Users, Roles, Profiles and setting up sharing rules.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Data loader for Data migration on force.com platform.
* Apex for custom programming and setting up workflow rules.
* Developed various Custom Objects, Tabs, validation rules on the Fields and Visual Force Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, email alerts, filed updates to implement business logic.