PRAVEEN KUMAR VELAMALA

SALESFORCE CONSULTANT

WORK EXPERIENCE

TATA CONSULTANCY SERVICES

SALESFORCE SUPPORT   2015 –PRESENT

- Extensive business knowledge and customization experience on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
- Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
- Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions, Approval Process, Entitlement processes, Processes using Process Builder and Flows.
- Worked on Sales cloud and Service cloud, Good knowledge on Case Assignment, Knowledge Management and Case Escalation Rules.
- Worked on deployment of components using change sets, ANT, COPADO across sandboxes to production org.
- Involved in identifying, planning and implementing new Salesforce.com features and functions, new screens, workflow, force.com objects, reports, apex code to meet business requirements.
- Participated in solving day today production issues/defects/incident management.
- Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
- Analyzing and providing the impacts of the change requests arising during each phase of the delivery.
- Debugging Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits and writing Apex Test classes for Unit Testing to maintain the code coverage greater than 80%.
- Designed, developed and deployed Apex Classes, Apex Triggers, Visualforce pages, lightning components for various functional needs in the application.

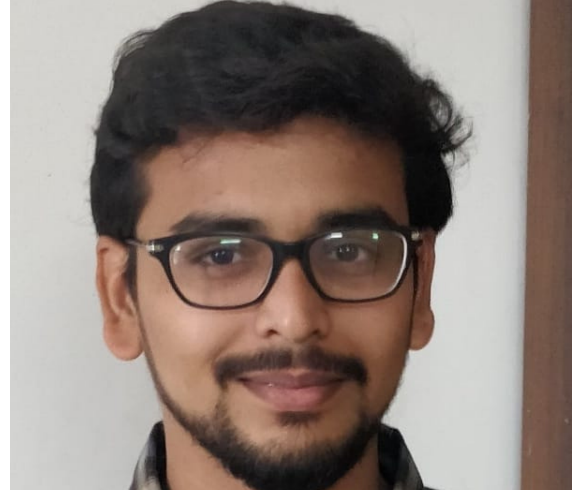## EDUCATION

GITAM UNIVERSITY, VISAKHAPATNAM

B.Tech Mechanical Engineering   2010-2015

CERTIFICATIONS

- Salesforce Administrator
- Copado Administrator
- Copado Developer
- nCino Administrator

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Indus Ananthya Apartment,flat 821,Egattur,Chennai 603103

PROFILE

An enthusiastic, confident professional having 5 years of experience in Information Systems industry with the ability to learn new technologies and contribute to the organization to the best of my abilities.

SKILLS

- Cloud tools: Salesforce CRM, ANT, Apex Data Loader, Microsoft SQLServer Management Studio.
- Languages: Apex,Visual Force
- Project Management Tools: Service Now & Jira.
- Databases & Operating Systems: SOQL, SQL & Windows.