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**Vikram Simha Reddy K**

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| **Professional Summary** |

Having 5 years of IT Experience on Salesforce CRM Cloud technology, I worked as a Developer to implement Client business requirements using Salesforce.com and Force.com Platforms which includes Configuration, Development, Security model, currently working at **Infinite Computer Solutions (India) Limited, Hyderabad.**

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| **Work Experience** |

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| **Organization:** Infinite Computer Solutions (India) Limited, Bangalore. April 2022 – Till Date. | **Client:** ACOH. |
| **Organization:** ITC Infotech Sep 2021-May 2022 | **Client:** British American Tobacco |
| **Organization:** Woolworths Melbourne AustraliaJuly 2020 – Aug 2021 | **Client:** Woolworths |
| **Organization:** Capgemini July 2015 – Aug 2018 | **Client:** Cox Communications. |

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| **SFDC Experience** |

* Reading and understanding User stories, giving LOEs, worked closely with BAs and Business Users to implement Client Business requirement in Salesforce.com CRM.
* Extensive experience in analyzing Client Business requirements with Salesforce.com Standard and Custom objects, Relationships, Salesforce.com Standard Data types for Custom Objects creation and Force.com Apex Data types declaration for Controllers, Visual force tags, Style tag, Script tags, and AJAX Components for Page design.
* Experience on Salesforce.com Standard objects Campaigns, Leads, Accounts, Contacts, Opportunities, Opportunity Line Item, Products, Price Book, Quotes, Cases, Solutions, Contracts, Orders, Notes & Attachments and Open Activities (Events and Tasks).
* Experience on Salesforce.com Configuration to create Custom Applications, Objects & Fields, Tabs, Relationships, Field Dependents, Formula fields, Rollup-Summary fields, Views, customizing Tabs and Buttons, Record Types, Page layouts, Validations, Workflow Actions, Processbuilder, Approval Process, Email Templates, Custom settings, Custom Labels.
* Experience on force.com Development to Develop Collections, SOQL, SOSL, Relationship queries, Apex Class, Visual force Pages, Visual force Life Cycle, Apex Triggers, Database Class methods, Exception handling, Best Coding Practice, Order of Execution, displaying Messages on Visual force Page, Aggregate query, Inline Pages, Mass update, AJAX Components, Batch Apex, Scheduler, Reports, Dashboards, Test Classes, Governor Limits.
* Proficiency in Administrative tasks on OWD, Profiles, permission sets, Roles, Queues, Groups, Sharing rules.
* Experience on Change sets, and Force.com IDE to write Business logic and Code and Metadata Deployment.
* Experience on Apex Data Loader to migrate Data from legacy systems to Sales force.
* Knowledge on Web service Rest API and SOAP API.

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| **Technical Skills** |

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| CRM Cloud technology : Sales force. |
| Programming Languages : Apex, Visual force, C |
| Web Designing Languages : HTML, JavaScript. |
| Tools : Eclipse IDE, Data Loader and Developer Workbench. |
| Packages : MS-OFFICE. |
| Functional Modules : Sales cloud, Service cloud. |
| Operating System : Windows98, 2000, Linux. |

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| **Education** |

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| **B-Tech from SRM University 2015 Chennai****Masters in IT and Business Analysis from Charles Sturt University Melbourne 2018-2020** |

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| **Sales force Projects**  |

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|  **Project: BAT** |
|  **Technology:** SFDC. |
|  **Client: Bristish American Tobacco** |
|  **Organization:** ITC Infotech Hyderabad |
|  **Role:** Developer. |
|  **Duration**: September 2021 – May 2022 |

**Responsibilities:**

* Prepared TSDs for Product Complaint Service.
* Created a New Product Complaint custom Object, fields and Record types.
* Created a Hierarchy custom setting to hold New product Complaint's Field Ids.
* Customized Case Page Layout to place New Product Complaint as a Related list On Case.
* Created a List view on click JavaScript button it will open a New Product Complaint Page along with Case details.
* Developed a Standard controller extension it will redirects to Standard New Product Complaint Page in Edit mode.
* Developed a Controller to query and pass the Case details to New Product Complaint Standard page.
* Created a trigger on New Product Complaint to update Account Billing Address and Contact Mailing Address.
* Created new Users and assigned Profiles as per their Role in Role Hierarchy.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Cases, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
* Designed, and developed Apex Controller, extensions and Apex Triggers for various functional needs of the application.
* Created and used Email templates in HTML and VisualForce.
* Created Test classes for Controller and Trigger for increase over all Code coverage.
* Prepared Component list and Post deployment configuration steps.
* Working on Agile Methodology with JIRA software tool.

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|  **Project: Woolworths** |
|  **Technology:** SFDC. |
|  **Client: Woolworths** |
|  **Organization: Woolworths** |
|  **Role:** Developer. |
|  **Duration**: June 2020-July 2021 |

**Responsibilities: -**

* Responsible for Client Communication on daily basis for help in understanding the business process. Helping team with building up the skills.
* Responsible for Code Development in Salesforce (Apex Classes, Triggers, etc.)
* Involved in technical design, development, deployment and post- deployment validation.
* Used App Exchange Package Nintex Drawloop to generate documents.
* Responsible for complex calculations based on Business Hours.
* Created new Users and assigned Profiles as per their Role in Role Hierarchy.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Cases, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.

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|  **Project: Cox Communications** |
|  **Technology:** SFDC. |
|  **Client: Cox Communications** |
|  **Organization: Capgemini India Pvt Limited.** |
|  **Role:** Developer. |
|  **Duration**: July 2015 – August 2018. |

**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.
* Created Workflow rules and Approvals.
* Creating Apex Classes and Triggers, Visual force Pages, Controllers and Involved in writing Test Cases for Classes and Triggers.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Cases, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.
* Designed, and developed Apex Controller, extensions and Apex Triggers for various functional needs of the application.
* Created and used Email templates in HTML and VisualForce.
* Created Test classes for Controller and Trigger for increase over all Code coverage.