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|  **Balakrishna Nadupuri**Targeting assignments in **Salesforce Development** with an organization of high repute in **IT** industry.**Location Preference:**Hyderabad**LinkedIn**: https://www.linkedin.com/in/balakrishna-nadupuri-528a19117/**Ph.:** +91-9666602775 **Email:** balasalesforce99@gmail.com |

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|  **Profile Summary*** An achievement-driven **professional offering 6 years of qualitative industrial experience** in **Salesforce.com CRM Platform, administration, web application development & UI development in various domains like Insurance, Finance, Retail and Banking**
* Competencies in **Multi-tier and web-based applications development lifecycle activities** that include Requirement Analysis, Architectural Design, Coding, Testing & Implementation
* Robust hands-on experience in **Lightning Component, Webservices&VisualForce Pages, Capable in setup, customize & Deploy to salesforce.com and execute customizations using Apex, VisualForce, Custom Reports salesforce.com**
* Designing & developing **Apex Classes** to implement custom business logic for various functionalities along with managing configuration, customization and deployment of Salesforce.com
* Strong knowledge in **Salesforce Lightning configuration & customization to enhance Salesforce application**
* **Extensive experience using salesforce.com** by creating roles, profiles, email services, page layouts, workflow alerts, actions & approval process
* **Expertise in maintaining the functional areas of** Accounts, Contacts, Leads, Campaigns, Opportunities, Activities & Dashboards & Reports; developing, deploying and salesforce.com CRM solutions
* Proficient in **generating triggers, Apex Visual Force Pages, Control Classes using APEX;** experience in using the **Sandbox for testing** and migrated the code to the deployment instance after testing
* A **well-organized, goal-oriented, highly-motivated effective team member** with excellent analytical, troubleshooting & problem-solving skills

**Core Competencies**

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| * ***Salesforce Development***
 | * ***Project Planning & Control***
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| * ***Process Optimization***
* ***Salesforce Configuration Customization***
 | * ***Incident Management***
* ***Defect Tracking & Validation***
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| * ***Solution Development***
* ***Software Development***
 | * ***Agile Methodology***
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**IT/Technical Skills** | **Domain Expertise****Soft Skills**CommunicatorTeam PlayerNegotiatorChange Agent  |
| **Work Experience****Aug’18 toDec’19with Capgemini Technology Services India Ltd., Hyderabad as Salesforce Developer/Consultant****Project:** OMNI/QFRS **Client:**Farmers Insurance (21C Insurance)**Environment:**Saleforce.com OMNI console, QFRS, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, JavaScript, Changesets, Custom settings,Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading |
| **Key Result Areas:** * Administering full project support and release managements along withdefect fixing and enhancement
* Implementing product configuration; performing analysis of the development requests and providing ROM’S to business
* Developing OMNI application through change request as per the Sprints and testing cases in sit3 region
* Analyzing work done in a particular sprint period using the Test Methods and Cases
* Managing unit testing, regression testing, functional testing and deploying change in production
* Formulating test classes; preparing test cases and design documents for application changes
* Identifying & resolving Salesforce production-related issues and tracking incidents in both HP QCthusproviding the root cause analysis in quick time; debugging, troubleshooting to resolve the issue; reviewing status of the incidents and defects periodically
* Presenting application in production environment to Stakeholders for necessary improvements for design and upgrading the application from Classic to Lightning
* Creating necessary lightning components; scripting test classes for Apex classes to migrate the code from Sandbox to Production

**Apr’14 to Jul’15 with Accenture, Chennai as Process Analyst****Project**: Sales Tracker **Client**: Pitney Bowes**Environment:**Salesforce.com platform,Visualforce (Pages, Component & Controllers) Apex language Force.com, Triggers, S-Objects**Highlights:** * Created objects, fields,page layouts, assigning profiles and new user accounts
* Implemented requirements on salesforce.com platform and force.com IDE using Eclipse and analyzed work done in a particular sprint period using the Test Methods and Cases
* Designed the Test Classes for the Apex classes to migrate the code from Sandbox to Production
* Demarcated Organizationwide default to restrict access to users and implemented requirements on Force.com platform
* Resolved service callout failures by debugging and communicating with the third-party vendors SOA team
* Developed Custom Objects,Tabs, Components, Visual Force Pages, Apex classes, Triggers, Visualforce pages, Validation Rules, Workflow and Approval process
* Performed testing of the cases in sit3 region after development in dev region

**Sep’10 to Apr’14 with HSBC, Hyderabad as CSE****Project**: Account Opening Process **Client**: HBFR**Environment:** Apex Data Loader, Force.com IDE (Eclipse), Force.com, Apex, Visualforce, Triggers, S-Objects, JavaScript (Advanced) JQuery, CSS, HTML, AJAX**Highlights:** * Analyzed user requirements for website and created web applications to support website functions
* Developed front-end architecture and back-end website applications; project baselines, monitoring & controlling projects with respect to development, resource deployment, time overruns and quality compliance to ensure satisfactory execution of projects
* Facilitated requirement scoping, evaluating design/alternatives, resolving issues and improving process/performance
* Collaborated with a cross-functional team, executing engineering design activities and delivering value engineered services on schedule and at a predicted cost
* Employed Agile Process to perform tasks and developed integrations to integrate data from Salesforce.com using SFDC APIs
* Worked on various activities for Apex Data Loader and migration using Force.com IDE tool and Change Sets
* Liable for building UI by using Visualforce pages and documentation related to design proposals
* Devised solutions after understanding the company requirements and expectations
* Led service delivery functions to ensure end-to-end ownership of incidents and service requests
* Met deadlines and TAT without compromising quality norms and defined &adhered to defined SLAs
* Coordinated client’s needs/enhancements, customization, software-related issue of clients to provide solutions in adherence to delivery schedules; coordinated development, reviewed service level targets and ensured timely closure of priority tickets

**Education*** **B.E. (Computer Science) f**rom Shri Shankaracharya Engineering College, Bhilai in 2009

**Personal Details****Date of Birth:** 29th April 1979**Languages Known:** French, English, Hindi and Telugu**Address:** HIG-22, Phase-III, RC Puram,BHEL, Hyderabad, Telangana |