# Vamsi Krishna Gali

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# Professional Summary: -

* Having 5+ years of Professional IT Experience in Salesforce.com.
* Experience in lightning component implementation.
* Worked on version control tools like Ant, vscode.
* Continuous deployment and integration using Git and Jenkins.
* Work experience in Jitterbit Integrate
* Experience in designing Custom Objects, Custom Tabs, Custom Fields, Page Layouts, and Record Types.
* Good knowledge in relationships.
* Involved in Automated business process by using Workflow Rules and Approval Process for automated alerts, field updates, and Email generation according to application requirement.
* Experience in creating reports and dashboards as per the client’s requirement.
* Experience in configuring users, profiles, roles and permissions towards business requirements.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Good knowledge of understanding Organization Wide Defaults (OWD).
* Good experience in Apex data loader.
* Good Working Knowledge in SOQL & SOSL.
* Knowledge in writing Triggers, Apex classes, Aura, Lightning, LWC and Visual Force Page.
* Experienced in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as required by business requirements.
* Proficient knowledge of Governor limits. Experienced in optimization of existing code in according to the governor limits.
* Deployed integrated Salesforce.com Sales Cloud, Service Cloud, and related integrated ERP solutions to enable sales and support processes achieving 100 percent sales and revenue growth.
* Engaged to lead improvement of domestic and international professional services delivery and operations, associated with Non-Profit Donors.
* Worked in providing Education Solutions to Middlesex university in Dubai by the Education Cloud of Salesforce
* Have an extensive knowledge on Non-Profit Cloud that provides a wide range of solutions for the non-profit organizations
* Have a strong grip in Apex that helps to develop and deploy custom business logic and custom interfaces using the programmatic capabilities of the Lightning Platform.
* I have demonstrated my advanced Apex and Visualforce programming skills and implement complex business logic in my projects that I handled in my tenure.

**Technical Skills: -**

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| **Packages/Products** | **SALESFORCE.COM, FORCE.COM** |
| **Operating System** | **Windows Family, Unix** |
| **Languages** | **APEX (Salesforce) , Core Java, HTML, JavaScript** |
| **Database** | **SOQL, SOSL.** |
| **Tools** | **Apex Data loader, NPSP Data Importer, Elevate, Gift Entry Manager, Salesforce Advisor Link, Education Data Architecture** |

# Work Experience:-

* + **Daksh Solutions Pvt Ltd** from **Feb, 2017 – October 2021.** As **a Salesforce Developer.**
	+ **Salesforce India Pvt Ltd** from **October, 2021 – October 2022 As a Salesforce Technical Support Engineer**

# Professional Experience:-

**Project #1**

Name : Sales Cloud

Client : Access Healthcare USA.

Role : Salesforce Developer.

Environment : Salesforce.com, Force.com.

Tools : Apex Data Loader, Force.com IDE.

Company and Duration: Daksh Solutions Pvt Ltd and Mar 2017 – Jan 2018

**Description:-**

In this project, I have implemented Salesforce Analytics Cloud in this project enhance and optimize sales processes using artificial intelligence (AI) capabilities. It combines the power of Salesforce's Sales Cloud, which is a customer relationship management (CRM) platform, with AI technologies to provide intelligent insights, automate tasks, and enable smarter decision-making in sales operations.

**Responsibilities:-**

* Worked on predictive Lead Scoring where it assigns a predictive score to each lead, indicating the likelihood of conversion, allowing sales teams to prioritize and focus their efforts on the most promising leads.
* Implemented Einstein Forecasting
* Study of business requirements.
* Worked on Einstein Forecasting: It analyzes historical sales data and patterns to generate accurate sales forecasts. It considers various factors like seasonality, historical win rates, and deal stages to provide a more accurate prediction of future sales performance, helping sales leaders with resource planning and goal setting.
* Worked on Einstein Opportunity Scoring: Sales Cloud Einstein applies AI techniques to analyze past sales data and determine the likelihood of an opportunity closing successfully. It considers various factors like deal size, engagement levels, customer sentiment, and historical win rates to assign a score to each opportunity, assisting sales reps in prioritizing their efforts and focusing on high-value opportunities.
* Worked on Einstein Email Insights: Sales Cloud Einstein analyzes email interactions and provides insights to sales reps, such as email open rates, click-through rates, and the best time to send emails. It helps sales reps optimize their email communication and increase engagement with prospects and customers.
* Configuration and customization as per the client requirements.
* Worked on design documents and understanding them.
* Worked on Apex classes, Batch Apex and Triggers.
* Implemented rest API Integration with external web service.
* Developed Custom Objects, Custom Fields, Custom Tabs, Field dependencies and Page Layout.
* Involving in Configuring Profiles, Security Rules.
* Creating UI using HTML, Visual Force.
* Creating custom objects and tabs Profiles.
* Scheduling the various summary Report and Dashboards for managing the all department heads.
* Designed various UI interface using lightning component as per business needs.
* Implemented workflow rules, approval process and actions.
* Used SOQL with consideration to Governor Limits for data manipulation needs of application using platform database objects.
* Developed Lightning web components
* Worked on developing the Aura and visualforce pages.
* Worked on Designing of Custom Reports, Report extractions to various formats, generated dashboards as per client and application requirements.

**Project #2**

Name : Service Cloud

Client : Cisco

Role : Salesforce Developer.

Environment : Salesforce.com, Force.com.

Tools : Apex Data Loader, Force.com IDE.

Company and Duration: Daksh Solutions Pvt Ltd and June 2017 – Sep 2020

**Description**: - This Application is used by the Customer Care representatives of Cisco. Application is fully Automated with Batch Jobs which process the Data which is loaded into Salesforce using File Based Integration. This processed Data is sent to IVR and Marketing Cloud Emails to provide information to respective Customer of Cisco.

### Responsibility :

* Responsible for configuration and customization, worked on creating Fields, objects etc. in Salesforce.com.
* Responsible for creating and managing weekly and monthly records.
* Knowledge of integration with Third Party Databases.
* Development using Salesforce Apex/Trigger/VF pages.
* Defined lookup and master-detail relationships on the objects.
* Responsible for all Data Management work (Extract, Import, Update, Delete, Edit etc.)
* Remove duplicate records
* Developed Lightning web components
* Worked on developing the Aura and visual force pages.
* Modifying the page layout in Salesforce.com.
* Creating business validation rules.
* Involved in Project meetings and Weekly Status meetings.

**Project #3**

Name : Service Cloud – OMNI & CTI-Scheduler

Client : the Fiat Chrysler Automobiles

Role : Salesforce Developer.

Environment : Salesforce.com, Force.com.

Tools : Apex Data Loader, Force.com IDE.

Company and Duration: Daksh Solutions Pvt Ltd and August 2019 – Dec 2020

**Description:** This Application is CRM platform for the Fiat Chrysler Automobiles Industries. All the Customer Related Queries and Issue are logged in this System. The users for the System are FCA Customer Service representatives.

### Responsibility:

* Worked on Service Cloud feature Omnichannel as per the business requirement.
* Worked on implementing the CTI and Scheduler for the client.
* Worked on customizing fields, Page Layout, Workflow, Validation Rules and Formula Field for Account, Contact Objects.
* Developed Lightning web components
* Worked on developing the Aura and visualforce pages.
* Uploaded bulk amount of data into salesforce through Data Loader.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Worked on lightning components.
* Worked on configuration related requirements in lightning environment.
* Worked on sharing rules, Workflows, Process Builder, Permission Sets, Validation Rules, Data Loader.

**Project #4**

Name : Nonprofit Cloud

Client : AARP

Role : Salesforce Developer.

Environment : Salesforce.com, Force.com.

Tools : Apex Data Loader, Force.com IDE.

Company and Duration: Daksh Solutions Pvt Ltd and June 2019 – Sep 2020

**Description:** This Application is CRM platform for the AARP. All the Donor related activities and the engagement of the Donors with the Non-Profits are handled in this project by implementing Non Profit success Pack.

### Responsibility:

* Worked on building an experience site and customizing fields, Page Layout, Workflow, Validation Rules and Formula Field for Account, Contact Objects.
* Uploaded bulk amount of data into salesforce through NPSP Data Importer.
* Worked on Integration with the legacy system for the old data using REST API
* Worked with different Record types to setup for different Page layouts based on profiles.
* Integrated Legacy AARP with Salesforce applications using simple HTTP methods, in JSON formats, making this an ideal API for developing mobile applications for clients.
* Developed Lightning web components
* Worked on developing the Aura and visualforce pages.

**Project #5**

Name : Education Cloud

Client : Middlesex University

Role : Salesforce Developer.

Environment : Salesforce.com, Force.com.

Tools : Apex Data Loader, Force.com IDE.

Company and Duration: Daksh Solutions Pvt Ltd and June 2019 – Sep 2020

**Description:** This Application is for the University in Dubai. The student lifecycle in an university is handled with the Education Cloud products from Salesforce right from Admission of the student to the Alumni Engagement to get the donations towards the University.

### Responsibility:

* REST API Integrated Legacy Student system with Salesforce applications using simple HTTP methods, in JSON formats, making this an ideal API for developing mobile applications for clients.
* Worked on customizing fields, Page Layout, Workflow, Validation Rules and Formula Field for Account, Contact Objects.
* Created a lightning web component for the Student portal in the experience site to display their report card as a lightning element.
* Implemented the EDA, Salesforce Advisor link and Gift Entry Manager for the Middlesex university
* Worked with different Record types to setup for different Page layouts based on profiles.

### Responsibilities as a Salesforce Support Engineer: Salesforce – Oct 2021- Oct 2022

### Assisted third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, Visualforce and implementation of other salesforce.com developer products. This will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.

### Written sample code, client libraries, and contribute to Open Source projects.

### Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community

### Resolved customer service issues and skillfully manage complex customer service problems.

### Managed customers; expectations and experience in a way that results in high customer satisfaction. • Developed and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.

### Reviewed support cases for technical and troubleshooting accuracy.

### Defined and described technical best practices.

### Complete assigned project responsibilities.

### Met the monthly goals on KPIs such as CSAT, Productivity and responding to customer requests that have been escalated from Tier 2 support analysts. The Global Support work environment is highly client-focused and fast paced, operating globally to provide 24/7/365 technical support

#  Education:-

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| * **B.Pharm from Krishna Theja Institutions, Tirupati - 80 %**
* Jawaharlal Nehru Technological University, Anantapur
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| * **Higher senior secondary Education - 91 %**
* Sri Chaitanya Jr College , Vizag
 |
| * **State secondary Education (10th) - 93 %**
* State Board ,Vizag
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**Interpersonal Skills:-**

* Ability to work in tight schedules and to meet stiffdeadlines.
* Co-ordination with Team & Excellent Team player.
* Time management skills and the ability to work independently.
* Creative thinking.
* Self-motivated.
* Collaborating and working well together with others
* Team Player when it comes to knowledge transfer and Training

# Personal Details:-

### Date of Birth : 28 March 1993

Father’s Name : Rama Naidu G

### Marital Status : Married Nationality : Indian

Language Known : English, Hindi, Telugu Permanent Address : Srikalahasti, Andhra Pradesh

### Declaration

I hereby declare that the details furnished above are true to the best of my knowledge and belief.

### DATED (Vamsi Krishna Gali)