

 AVINASH BITLA

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Looking to work on Salesforce in order to further advance my skills in the industry.

**PROFESSIONAL SUMMARY**

* 4.7 Years of IT Experience with 4 years of experience in the Salesforce.com as both Administrator and Developer.
* Extensive experience in Salesforce.com development, Apex Class, Apex Trigger, Batch Apex, Schedule Apex, Queueable Apex etc.
* Excellent knowledge of Salesforce.com's SOQL, SOSL, Security Model, Data Loader, Profiles, Roles, Custom,Object/Fields, Email Templates/Handling,etc.
* Strong knowledge of the configuration, customization, implementation, and development of Salesforce, including Workflow Rules, Validation Rules, Process Builder, Formulas, Approval Process, Static Resource, Custom Setting
* Code optimization with governor limits of Salesforce.
* Strong Knowledge on Apex Triggers Consolidation.
* Knowledge on Service cloud concepts and Milestone management.
* Knowledge on lightning aura components.

CRM:

**Salesforce Classic**

Objects & Fields, Data Validation, Page layouts, Relationships, Securing and Sharing Data, Workflows, Process Builder, Approval Process, Custom Setting, Custom Metadata, Reports and Dashboards, Triggers, Apex Classes, Visual Force Pages, Batch Class, SOQL, SOSL, Case Assignment Rule, Email to Case, Email Template, Validation Rule, Sharing Rule.

Programming Languages:

* Apex

Web/Style Technology:

* HTML, CSS

Database Tools:

* SOQL

Software and Tools:

* AutoRABIT, JIRA, Microsoft Word, Microsoft Excel

Development Methodologies:

* Agile

**PROFESSIONAL EXPERIENCE**

**COMPANY — Cloudely (Techmahindra) , PROJECT — VIDEOJET**

Position, Salesforce Consultant, Oct 2020 – Feb 2021

**Description:** Videojet is a global leader in the development and manufacture of high-quality product identification equipment for coding and marking – including Continuous Ink Jet printers (CIJ), Laser Marking Systems, Thermal Transfer Over printers (TTO).

**Responsibilities:** To understand business requirements and implement efficient application using salesforce, to work on the support cases created by Business users.

 **Deliverables:**

* + Implemented single Apex trigger to consolidate all the Existing Triggers on the Opportunity Object.
	+ Worked on Virtual apex methods to override them in the Trigger Handler classes so that it can be used for multiple objects trigger consolidation.
	+ Worked on the Consolidation of Process builders on the opportunity Object to improve the system performance
	+ Worked on reducing **101 SOQL Issue** on Quote (Managed Package) Object.
	+ Implemented Batch Apex to update Activity records on daily Basis.
	+ Worked on copying the attachments of child objects to the Parent object’s file section.
	+ Worked on Day to Day support cases on various issues raised by Business users.
	+ Worked on consolidation of OpportunityLineItem triggers.

**COMPANY — Accenture, PROJECT — CIGNA**

Position, Senior System Engineer, Oct 2019 – Current

Description: Cigna, a global health service company, offers health, pharmacy, dental, supplemental insurance and Medicare plans to individuals, families, and businesses.

Responsibilities: To understand business requirements and develop implement efficient application using salesforce and Vlocity.

Deliverables:

* + Implemented Apex Trigger to implement validation on Feed item record.
	+ Worked on lightning aura components to deliver two components which deals with displaying Text message on the account record based on different criterias.
	+ Implemented REST API, to send/ retrieve data from check Market system and perform the DML Operations.
	+ Implemented Batch Apex, Queueable Apex and Scheduled Apex to Perform callouts and to schedule the operation on daily basis.
	+ Worked on Vlocity Components to implement guided workflow for Various case types creations and to store the data entered by user.
	+ Worked on Validation rules and Formulas as per business requirement.

**COMPANY — TCS, PROJECT — ALIGNTECH**

Position, Software Engineer Consultant Feb 2017 – Oct 2019

Description: Align Technology is a global medical device company with industry-leading innovative products such as Invisalign clear aligners, iTero Intraoral scanners, and Ortho CAD digital services that help dental professionals achieve the clinical results they expect and deliver effective, cutting-edge dental options to their patients. Salesforce CRM Application was developed to provide customized solutions to their team to keep track of their customers, their contact information, their location, Leads, Campaigns, Orders, Opportunities.

Responsibilities: To understand business requirements and develop implement efficient application. Coordinate with Salesforce/mobile development teams to identify priorities and update scope and delivery schedule.

Deliverables:

Apttus CPQ:

* Configured standalone Products and Priced them based on country.
* Configured Products which to be Displayed in cart page for User selection.
* Worked on Complex pricing structure using Price Dimensions and Price RuleSet
* Configured Incentives (Promotions) to Provide Discounts to the Doctors.
* Worked on Loyalty Configuration to Provide Loyalty Points Based on Doctor’s performance.
* Worked on X-Author to Generate contracts for the Quotes.
* Used Apttus APIs to Price Products as per Order Placed by User.

Salesforce Classic:

* Created new User Account sand assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned RecordTypes.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates.
* Created Reports and Dashboards to track Opportunity Stages for Management visibility.
* Designed and developed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application.
* Developing complex Apex Batch Jobs and changes to the existing Jobs for better performance.
* Created and used Email templates in HTML and VisualForce.
* UsedSOQL&SOSLwithconsiderationtoGovernorLimitsfordatamanipulationneedsof the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

**COMPANY — TCS, PROJECT — CDK**

Position, Junior Salesforce Administrator Dec 2016 – Feb 2017

Description: CDK Global is the leading provider of IT and digital marketing solutions to the automotive retail industry.

Responsibilities: To understand business requirements and develop implement efficient application. Coordinate with Salesforce/mobile development teams to identify priorities and update scope and delivery schedule.

Deliverables:

* Managed Salesforce application user profiles, roles, permissions, validation rules.
* Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created profiles and implemented object level, field-level and record-level security and managed roles, visibility Settings.
* Designed, developed, deployed page layouts, components, custom objects, custom tabs, visual force pages to reach the needs of organization.
* Implemented Picklists,Dependent Picklist, Lookup, Junction Objects, Master-detail Relationships, Validation rules and Formula Fields to the Custom Objects.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created various reports(summary reports,matrix reports,pie charts and dashboards) and Report Folders to assist managers to better utilize Salesforce.

**EDUCATION**

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| **Year** | **Qualification** | **Institute** | **Stream** |
| July 2012 – Juy 2016 | B.Tech | RGUKT IIIT, Basar | Mechanical |
| July 2020 – July 2012 | XII | RGUKT IIIT, Basar | M.Bi.P.C |
| July 2009 – July 2010 | X | ZPHS Annaram | Secondary School |