Narasimha J

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Professional Summary:

- Having 5 years of IT experience includes 3 years of experience in the **Salesforce.com CRM** Platform both as Administrator and Developer

- Good knowledge on **Salesforce setup menu, Configuration, Custom Application Development, Administration, Data Migration** and **Deployment** of applications to Force.com platform

- Involves configuration, customization, Deployment and **Integration**, **Lightning** in Salesforce.com

- Experience in developing **Lightning** and **Lightning component framework.**

- Developed **Visual force pages** and **Custom Objects** using Apex Programming on Force.com Platform

- Good knowledge on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions**

- Experienced in building Custom Applications that includes **Administration, Configuration, Implementing and Support experience with Salesforce.com platform**

- Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Page Layouts, Workflow Alerts**, **Actions**, **Process Builder, Approval Processes, Reports** and **Dashboards**

- Designed junction objects and implemented various advanced fields like **Pick list**, **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows**, **Sharing rules** and **Approval Processes** for automated alerts, field updates, and Email generation according to application requirements

- Implemented **Security** and **Sharing rules** at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy

- Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments

- Detail-oriented **Energetic team player**, motivated with **Multi-Tasking Capabilities**, problem solver, and hands-on leader with exceptional presentation and **Client/Customer relation** skills

Educational Profile:

- B. Tech from JNTU Kakinada in 2015

Professional Experience:

- Currently working as a Software Engineer for Unisys India Pvt Ltd, Hyderabad from February 2018 to till date.
- Worked as MIS Coordinator for American Tower Corporation From January 2016 to February 2018

Technical Skills:

Salesforce Technologies	Salesforce CRM, Apex Language, Apex Classes, Java Script, Apex Triggers, SOQL, Visual Force Pages, Lightening, Salesforce.com customizations like Workflow Rules, Process builder, Record Type, Role Hierarchy, Validation, Custom objects, Page Layouts & Approvals, Reports and Dashboards
Salesforce Tools	Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com Platform (Sandbox and Production) and Lightning frame work
Languages	Apex.
Operating Systems	Windows Family.
Documentation Tools	MS Office.
Web Related	HTML, CSS, JavaScript

Project Summary:

Project: #3 Order management System.
Client: Westfield Group
Role: Salesforce Developer

Description:

Order Management System' is a web portal based primary distributor management tool for WebMD employees that also allow the investors and customers to interact with West Field Group. It is a CRM application built on Salesforce.com CRM solution and provides a single place to manage and view everything about the clients like its Account detail, contact information, pending orders, cases in pipeline.

Responsibilities:

- Involved in **Salesforce.com setup** activities and **customized** the apps to match the functional needs of the organization
- Involved in Fields Creation, Record types, Custom objects, Formula fields, Field Dependencies , Page layouts ,lookup Filters
- Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**
- Designed, and developed **Apex Classes**, **Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application
- Defined **lookup** and **master-detail** relationships on the objects and created junction objects to establish connectivity among objects
- Implemented web-based **Case management automation – Web to Case** (on **Case Object**) to track and solve customer's issues
- Worked on various **salesforce.com** standard objects like **Accounts**, **Contacts**, **Cases**, Reports and **Dashboards**
- Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database object
- Responsible for Development, Testing and Deployment for Salesforce.com Implementation.
- Creating Dashboards and Reports.

Environment: Saleforce.com platform, Apex Language, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

Project:#2

Client: EMKAY.

Role: Salesforce Developer.

Description:

The EMKAY business deals mainly on various Leasing Services. For providing global service EMKAY Automotive implemented its CRM into Sales force. EMKAY CRM aims to provide full life cycle support for customer acquisitions, customer maintenance, opportunity tracking, credit analysis, Customer support, Remarketing etc in cost effective and efficient manner. The EMKAY-CRM application is used in 25 countries and with almost 5000+ end users accessing on cloud in daily basis. CRM is also integrated with back office applications.

Responsibilities:

- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).

- Created custom objects, fields, record types, page layouts, lookup filters
- Created triggers to accommodate business requirements.
- Manage **profiles, permission Sets, OWD** and Sharing depending on the business requirement.
- Created **validation rules** as per business requirements
- Migrating data into Salesforce.com through **Data Loader**
- Created Email templates and automated Email Process to send installation instructions to new and existing customers
- Worked intensely on custom objects, triggers and workflows
- Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
- Implemented web-based Lead management automation – Web to Lead (on Lead Object) to Capture the Leads
- Extensive experience on **Visual force pages** and Page layouts according to the Business requirements
- Implemented **Batch and Schedule classes** for auto creation of records for multiple objects and data updates.
- Created summary reports, matrix reports, pie charts and Dashboards to assist the business team.
- Involved in Unit Testing and Test Coverage for Apex Classes and Triggers.

Environment: Saleforce.com platform, Apex Language, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

Project: #1

Client: ALDO.

Role: Salesforce Support Analyst.

Description:

The ALDO Group branded as ALDO, is a Canadian multinational Corporation retailer that owns and operates a worldwide chain of shoe and accessories stores. It has grown to become a worldwide corporation, with nearly 3,000 stores across 100 countries. Stores in Canada, the U.S., the U.K., and Ireland are owned by the Group, while international stores are franchised.

Responsibilities:

- Worked on various Salesforce standard objects and developed multiple point and click customizations (workflow rules, approval process, flows, process builder)

- Worked on Data Loader for mass data import, export.
- Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
- Worked on Email Templates, Custom Settings and Custom Metadata.
- Provided the training to my Junior and Onsite team members.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, for various functional needs in the application.
- Extensively worked on Campaign Page Layouts in order to meet organization's needs developed and configured various Reports for different user profiles based on the need in the organization.
- Developed several Triggers, Apex classes, Visual force pages, Asynchronous Apex as part of the application development.
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- Have experience in SOQL and SOSL and external tools like Workbench.