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PROFESSIONAL SYNOPSIS

Over **7 years** of experience in IT and **4 years** as a **Salesforce.com** Platform Developer and excellent experience as a **Salesforce Admin** as well. It will include analysis, design, testing and implementation of application. Having strong problem solving and programming skills in Internet and Internet based applications. Possess excellent interpersonal and communication skills in dealing both technical and business personnel.

SALESFORCE SKILL SET

- ✓ Experience in **SFDC** development implementing the **Apex classes, Apex Triggers, Visualforce pages**
- ✓ Created **Lightning components**, added **CSS, HTML** and design parameters that's make the component look and feel better.
- ✓ Worked on **Lightning web Components** as per the requirement
- ✓ Used events in both **Aura & LWC** to pass the data from one component to another component.
- ✓ Customizing Standard **Reports** (Tabular, Summary and Matrix) along with creation of **Custom Report Types** for further customization.
- ✓ Utilized **Salesforce Lightning Design System (SLDS)** and Lightning data Service (LDS).
- ✓ Developed Web Service Callouts from Salesforce to External systems using **REST & SOAP API**. Responsible for writing **SOQL & SOSL** queries.
- ✓ Based on the requirement used Decorators- **@api, @Wire, @Track** in web components.
- ✓ Experience in **Data Migration** from one environment to another environment by using **Data loader, Import Wizard, Workbench**.
- ✓ Developed **Lightning Component Framework** and also built Lightning Component using **Aura Framework**.
- ✓ Worked on salesforce automations like- **Workflow rules, Flows, process builder and Approval process**.
- ✓ Expertise in **Lightning app builder** and implemented new applications based on Lightning to have compatibility of the app in mobile, Tab and desktop versions.
- ✓ Implemented **Security and Sharing rule** at Object, field and record level for different users in the organization.
- ✓ Customizing Security through **OWD, Roles, Sharing Rules and Manual Sharing**.
- ✓ Implemented Asynchronous apex like- **Batch apex, Schedule Apex, Queueable Apex and future method**.
- ✓ Worked with the **AJAX Toolkit** and **HTML, CSS**.
- ✓ Used **Changesets** to move the components.
- ✓ Used **LWC decorators** like- **@api, @wire, @track**
- ✓ Writing **Test classes** and checking the code by having different profiles in these classes and making sure we are covering more than **75%** lines of the apex classes before pushing them into the production.
- ✓ Sales and Service clouds along with Assignment Rules, Escalation Rules and other standard functionality.
- ✓ Worked on **Lightning Lifecycle hooks**.
- ✓ Utilized Salesforce Lightning Design System (**SLDS**) and standard web-based technologies.
- ✓ Extensively worked on **Agile methodology** and attended Daily status/standup meetings.
- ✓ Worked on **Reports & dashboards**.
- ✓ Used Post man tool to validate the end point URL's.
- ✓ Having knowledge on version controls like- Git hub & Bitbucket.
- ✓ Created Pull Request to move the components from one environment to another environments.
- ✓ Worked on administrative stuff using **Validation rules, Relationships, Page layouts, Record Types**.
- ✓ Having idea with Lead generation, Web-to-Lead, Email-to-case
- ✓ Involved in Developing, testing, Deploying the application in UAT and QA instances.

WORK EXPERIENCE

- Working as a Salesforce Technical Consultant in Katzion India Private Limited from November 2021 to May 2023.
- Working as an Engineer in Tech Mahindra from March 2016 to August 2021, Hyderabad.

CERTIFICATIONS AND ACHIEVEMENTS

- Salesforce Platform Developer I Certifications.
- Salesforce Administrator Certification.
- Awarded 'Pat on Back', '5 STAR' in recognition of consistent high performance.
- Received many appreciations from Client for consistent performance and valuable contribution.

TECHNICAL SKILLS

Salesforce	Salesforce CRM, Lightning Application, Visualforce page/Components, SOQL, SOSL, Workflow, Approvals, Reports and Dashboards, LWC.
Salesforce Tools	Force.com, Change sets.
Integration Tools	Data Loader and Import Wizard

EDUCATION QUALIFICATION

- B.Tech in Mechanical Engineering from ST. Mary's Engineering College, JNTU University 2013.

#1 Project Name: VGA Form

Client : VWFS
Team size : 11
Role : Salesforce Developer
Technology : Salesforce (Lightning, Integration)

About Client:

VGA is Volkswagen Australia group which is a leader car manufacturer and seller in Australia

Project Description:

VGA Forms project is about creating/updating the forms for Test Drive, Register your Interest, Dealer Call Back and Book a Service forms.

Roles & Responsibilities:

- Involved in daily standup calls, Scrum.
- Involved in user stories analysis and user stories estimation.
- Worked on Apex classes, APIs in achieving the derived forms.
- Created new Fields in the Objects and included them in as parameters in the APIs
- Worked along with the Heroku Team and UI/UX team who designed the page and helped them in getting the form as per the client required.
- Involved in Weekly meetings with the POT members to demo the developed user stories.
- Used Git to migrate the code from sandbox to Production with the help of senior associates.

#2 Project Name: VWFS Application

Client : VWFS
Team size : 2
Role : Salesforce Developer
Technology : Salesforce (Lightning, Integration)

About Client:

VWFS is Volkswagen Financial services which provides the financial services to the customers who are willing to buy a new car based on their requirement.

Project Description:

VWFS Project is where we created the different Users, and the dealer groups based on the dealer codes based on the client requirements.

Roles & Responsibilities:

- Involved in daily standup calls, Scrum.
- Involved in user stories analysis and user stories estimation.
- Involved in Weekly meetings with the POT members to demo the developed user stories.
- Involved in Building Custom Objects, tabs, Users.

#3 Project Name: Car Connect Application**Duration: Feb 2022 --- Jun 2022**

Client : Car Connect
Team size : 10
Role : Salesforce Developer
Technology : Salesforce (LWC, Lightning, Integration)
Tools Used : Change sets

About Client:

Car Connect is an Australian based car dealership company which sells both new and used cars and buys used cards of different brand.

Project Description:

The Car Connect Application project was under development where we used to build an application and website for the organization that helps to identify if the offers and orders placed were the manual. Manual offers page is where the details were given in person about the List Price, dealer discount, dealer bonus, dealer delivery fee, dealer freight other than extras and accessories On Road Cost, GST which is automated based on the model and color that was chosen.

Roles & Responsibilities:

- Involved in daily standup calls, Scrum. This resulted in a good solution to the business requirement.
- Involved in user stories analysis and user stories estimation.
- Involved in Weekly meetings with the POT members to demo the developed user stories.
- Involved in Building Custom Objects, tabs, list views, page layouts.
- Involved in Customizing Reports and Dashboards
- Responsible for creating Pages using LWC, Apex Classes and Apex Triggers for custom logic
- Involved in writing Test Cases for various scenarios.
- Migrating code to production and Sandbox using Change Sets.

#4 Project Name: AVME Application**Duration: Nov 2021 --- Feb 2022**

Client : AVME
Team size : 6
Role : Salesforce Developer
Technology : Salesforce (LWC, Lightning, Integration)
Tools Used : Change sets

About Client:

AVME means Audi Volkswagen Middle East which is a Vehicle selling dealership company that provides vehicles to the customers based on the requirements. It has multiple branches at different locations in the Middle East countries.

Project Description:

AVME Application project was under development where we used to build an application and website for the organization that helps to identify the leads converted to opportunities and its status along with the assignee details of every record. For every record to update the status of the opportunity whether it is won/lost. We have Used Lightning Web Components to build the pages.

Roles & Responsibilities:

- Involved in daily standup calls, Scrum. This resulted in a good solution to the business requirement.
- Involved in user stories analysis and user stories estimation.
- Involved in Weekly meetings with the POT members to demo the developed user stories.
- Involved in Building Custom Objects, tabs, list views, page layouts, Record Types, Workflows, Validation Rules and Approval Process.
- Responsible for creating pages through LWC, Apex Classes and Apex Triggers for custom logic
- Involved in writing Test Cases for various scenarios.
- Migrating code to production and Sandbox using Change Sets.

#5 Project Name: Remote Solution Application**Duration: Mar 2020 --- Aug 2021**

Client : Roche
Team size : 18
Role : Salesforce Developer
Technology : Salesforce (Visualforce, Lightning, Integration)
Tools Used : Change sets

About Client:

Roche Diagnostics is a diagnostic division of Hoffmann-La Roche which manufactures equipment and reagents for research and medical diagnostic applications. Internally, it is organized into five major business areas: Roche Applied Science, Roche Professional Diagnostics, Roche Diabetes Care, Roche Molecular Diagnostics and Roche Tissue Diagnostics (Ventana).

Project Description:

Remote Solution Application project is currently under development which is used to connect the Roche instruments remotely from salesforce Lightning experience application to perform initial diagnosis and root cause of instrument issues. RSA would help Roche Org time, Resources, money and send exact field service engineers to do the best service to their customers.

Roles & Responsibilities:

- Involved in daily standup calls, Scrum. This resulted in a good solution to the business requirement.
- Involved in user stories analysis and user stories estimation.
- Involved in Weekly meetings with the POT members to demo the developed user stories.
- Involved in setting up users, roles and profiles.
- Involved in Building Custom Objects, tabs, list views, page layouts, Record Types, Workflows, Validation Rules and Approval Process.
- Involved in Customizing Reports and Dashboards
- Responsible for creating Visual force Pages, Apex Classes and Apex Triggers for custom logic
- Involved in writing Test Cases for various scenarios.
- Migrating code to production and Sandbox using Change Sets, Force.com IDE tool.
- Implemented Batch apex to process the files from one object to another object and merge the files.

#6 Project Name: WEBMD**Duration: Mar 2016 --- Feb 2020**

Team Size : 6
Role: : Software Engineer - QC
Technology : Adobe Analytics, Salesforce, Google Ad-manager, D2, Work front, Drug and Vitamin Monographs

Project Description:

WebMD generates revenue primarily through advertising and sponsored content for pharmaceutical, biotech, medical division companies, and hospitals. An ADVERTISING ORDER AGREEMENT is made between client and WebMD to publish the healthcare information and related advertisements for different products on WebMD networks. WebMD will serve Ads exclusively on the pages mentioned in the business contract.

Roles & Responsibilities:

- Generating the monthly marketing reports for all the clients and sharing with the sales.
- Analysis and validating marketing reports and provide insights.
- Handling clients from launch till takedown and ensuring the product met its contracted goal.
- Participated in Sales calls and shared the products performance and shared insights for the underperforming programs.
- Generate and share the weekly and monthly recurring ad-hoc reporting for the clients I am aligned with.
- Worked on the work front tasks like CBP creation, marketing launch etc.
- Analyze product performance and thereby take measures to improve wherever needed.
- Work on the optimizations like adding newsletters, adding URLs to onsite and offsite drivers etc. for the underperforming programs.