**Krishna Chaithanya**

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**Professional Summary**

* 6 Years of total IT experience in Java, Salesforce.com CRM and Force.com platform.
* Experience in end‐to‐end development of software solutions on Salesforce.com Platform starting from requirement analysis, development, testing and deployment.
* Experience in Salesforce configuration (Workflows, Approvals, Process builder, Validation rules,
* Security Model) along with the Salesforce customization (Web Services & Apex Callouts,
* Apex Classes/Visualforce, Apex Triggers, Batch Apex, Apex Test Classes).
* Experience in integrating salesforce with external applications using Force.com REST API.
* Good experience in Lightning Salesforce - Overall Navigation, Lightning Web Components.
* Extensive Experience in end-to-end (CI/CD Process) Automated Metadata deployments using AutoRABIT.
* Experience in collaborate on code development, build and deploy applications through Visual Studio Team System (VSTS) using Azure DevOps.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Eclipse and Ant Migration.
* Extensive experience in Migration using DevOps tools like Git, Stash, Bit bucket, SonarQube, Source Tree and Jenkins.
* Good hands on experience in Atlassian tools like Jira for bug-tracking system and Confluence for team collaboration/knowledge management.

**Certifications**

* Certified Salesforce Administrator
* Certified Salesforce Developer
* Salesforce Platform App Builder

**Skills & Expertise**

* Java Enterprise Edition, Salesforce, Apex, visual force, Apex Triggers, HTML5,CSS, XHTML/DHTML, Java Script,HPQC ,MuleSoft ESB
* BMC Remedy, Data Loader, Data Loader.io, Maven mate,
* Agile, DevOps, Continuous Integration, Continuous Delivery, Continuous Deployment Tools

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| **Education** |

* B.Tech (Bachelor of Technology) from J.N.T University, 2010.

**Professional Experience:**

* Currently working as Salesforce Consultant, IBM India Pvt.Ltd Bangalore from Jun 2018 till Date.
* Worked as Sr. Software Engineer, Accenture, Bangalore from Jan 2018 to May 2018.
* Worked as Software Engineer, Capgemini, Bangalore from Mar 2016 to Jan 2018.
* Worked as a Software Engineer, Musqot Marketing Technology Pvt Ltd Bangalore from July 2014 to Mar 2016.

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| **Jun’18-**  **Till Date** | **IBM - Salesforce Developer/Devops- Global Customer Excellence (GCE)** |

GCE application provides millions of patients and caregivers rely on leading portfolio of critical care, nutrition, renal, hospital and surgical products. With products, technologies and therapies available in more than 100 countries and next generation of transformative healthcare innovations.

* Involved in Salesforce.com application setup and customization activities to match the functional needs of the organization.
* Developed/Enhanced various Apex classes, Visual force pages and Apex Triggers for various functional needs in the application.
* Developed REST integration between SFDC and MuleSoft ESB.
* Developed Case Management including Entitlements and Milestones.
* Configured and customized sales cloud, service cloud, Standard objects like Accounts, Contacts, Cases, Opportunities, Products, Price books, Orders, Opportunity Line Items.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Involved in writing new test classes and fixing existing test classes to improve overall code coverage to minimum 85%.
* Create and maintain fully automated CI/CD pipelines for code deployment using AutoRABIT, Bitbucket, Source Tree.
* Worked on migrating components using Force.com Change sets, ANT from DEV to QA, UAT, Pre-Prod and Prod instances.

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| **Jan’18-**  **May’18** | **Accenture - Salesforce Developer/Devops - National Bank of Canada** |

The National Bank of Canada Commercial Line of Business is embarking on a journey to successfully implement SFDC and nCino, providing a streamlined solution to their customers.

* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Used Data Loader, Informatica cloud connector to insert, update and bulk import & export of data from Salesforce.com SObjects.
* Developed Web Service Callout from Salesforce to Blaze system using REST API.
* Worked on migrating the salesforce metadata components using change sets and ANT migration tool kit, Bitbucket, JIRA, Jenkins, Source Tree.
* Created new sandboxes and deployed Components and Data from one environment to another and managed sandbox refreshes.

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| **Mar’16-**  **Jan’18** | **Capgemini -SalesforceDeveloper/Admin - BrazilFreightManagement** |

Brazil Freight Management (BFM) project uses Salesforce.com to connect the Carrier and Unilever, engaging both, from the beginning of the process to the end of the same and allows users to use and maintain freight management documents.

* Interacted with various business team members to gather the requirements and documented the requirements.
* Worked with various Confidential objects like Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components and VisualForce Pages and Controllers.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and configured various Custom Reports for different user profiles based on the need in the organization.
* Created and used Email templates in HTML and Visualforce.
* Created new sandboxes and deployed Components and Data from one environment to another and managed sandbox refreshes.

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| **Oct’14-**  **Mar’16** | **Musqot Marketing Technology Pvt Ltd -Salesforce Admin/Developer** |

Musqot application focusing on marketing planning and performance analytics (MPM), and the application includes all the features required to plan, manage and analyze marketing activities and performances online.

* Created Custom Objects, Tabs and Sharing Settings on different objects to reflect the business logic.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Developed Apex Triggers, Visual force pages, Controllers and managed to support the business workflows.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Uploading managed and beta managed packages and patch org creation.
* Worked with Checkmark tool and burp suite tool.

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| **Jul’14-**  **Oct’14** | **MusqotMarketingTechnologyPvtLtd – System Engineer**  **Material Control Report Portal** |

MCRP is a web-based application, this application is used to generate and view reports that provide input from various suppliers and the feedback from various factories/units related to material. It helps the customers to analyze the quality of commodities manufactured in their factories and also helps them to recognize reliable material suppliers.

* Created unit test plans, integration test plans and executed them.
* Creation of user interface for each screen of the application.
* worked on the UI using HTML, CSS and Java Script.
* Used JSP for the front-end development and Java script for validation.
* Involved in fixing the bugs if anything that is required.
* Provided support in maintaining the application.