

Brahma Reddy Kesari
Salesforce Developer
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Career Objective:

Seeking a challenging role to utilize my expertise in Salesforce development and contribute to the success of an innovative organization through continuous learning and enhancing skills.

Professional Summary:

- Senior Software Engineer with 5+ years of experience overall, including 3+ years of relevant experience in Salesforce Admin and development.
- Experience in Configuration, Salesforce Customization, Security Access, Workflow approvals, Data Validation, Custom Objects, Page Layouts, Profiles, Users, Permission sets, Org-Wide default, sharing rules, Email alerts, Reports and Dashboards.
- Experience in building automation solutions using Lightning process builder, Flow Builder, and quick action. Configured and maintained user security permissions in compliance with organizational needs.
- Experience in implementing Salesforce SOQL and DML statements in Apex logic.
- Expertise in SFDC Development using Lightning Web Components, Apex Classes, Triggers. Good knowledge in writing test classes for maximum code coverage.
- Experience in setting up Connected App, Platform events, Integration using REST API Http Callouts, Trigger Framework, Recursive Triggers, Asynchronous Framework – Batch jobs, Scheduled jobs and Future methods.
- Force.com Platform (Lightning), Visual studio code, Lightning Studio.
- Experience in debugging the code for troubleshooting the issues, bugs.
- HP-ALM and JIRA for user requirements build, test execution, defect creation and tracking. Worked on Agile methodology and ability to adapt to any environment.

Certifications:

Salesforce Certified administrator

Salesforce Certified Platform Developer 1

Education:

B.Tech – Amrita University(Bangalore)

Experience:

- Worked as Software Engineer in 'Tech Mahindra' from April 2018 to June 2021.
- Working as Application Developer Senior Analyst in 'Accenture' from June 2021 to till now.

Projects:

Customer Contact Management (CCM) | Accenture, Hyderabad, Telangana.

June 2021 – Till Date

CCM is Sanofi service cloud where salesforce system is fully integrated with SAP to manage claims and request providing the cust-360 view with full visibility on customer activities. Application was developed and in use by 15+

countries in EMEA, NORAM, LATAM regions for both health care and non-health care.

Responsibilities:

- Worked on Service Cloud modules which include Account, Contact, Case, Product and Custom Objects.
- Created roles, profiles, users, sharing rules as per requirement.
- Worked with different users and Profiles such as CS agent, CS Manager, Business Admin, C12C agents and controlled the visibility of records of different countries using roles.
- Implemented automations using Flows, Process Builder, and workflows, approval process.
- Configured connected apps, named credentials and auth providers for Integration with Layer-07.
- Implemented Apex classes, Triggers, Batch Classes, Scheduled Batches and Future method.
- Integrated the system with Layer-07 to fetch Customer orders and invoice related information from SAP using HTTP callouts. Standard ODATA service calls.
- Implemented platform events between Salesforce and SAP via Informatica, Layer-07 and TIBCO systems.
- Worked in Unit Testing and Test Classes
- Worked in Deployment Activities using GitLab and Supported Go – Live Activities

Roche Excellence in Sales and Service (REXIS) | Tech Mahindra, Hyderabad, Telangana.

April 2018 – July 2019

Roche Diagnostics is a diagnostic division of Hoffmann-La Roche which manufactures equipment and reagents for research and medical diagnostic applications. In this project we enhanced different applications developed in salesforce Service portal.

Responsibilities:

- Worked on REXIS Service modules which include Accounts, Contacts, Cases, Service Activities, Service Contracts, Instruments, Escalated issues among others.
- Using Permission sets in lightning, to control the visibility and access to the Lightning Components.
- Created roles, profiles, users, sharing rules as per requirement.
- Worked with different users and Profiles such as CCA (Call Centre Agent) user, SR (Sales Representative) user, SRLEX (Lightning) user and Admin user.
- Experience in writing Test Cases, Executing Test Cases and Defect logging.

Google Chrome OS (CTS) | Tech Mahindra, Hyderabad, Telangana.

July 2019 – June 2021

CTS is a compatibility test suite consisting of unit tests designed to be integrated into the daily workflow (such as via a continuous build system) of the engineers building a device. With Android support available in ChromeOS (CrOS), Android requires you to pass CTS verifier tests on a device running Android Play Store.

Responsibilities:

- Testing different chrome books of google with updated STABLE, BETA, Dev, UpRev ChromeOS builds.
- Tested on Android-N, Android-P, Android-R to check compatibility with ChromeOs.
- Working in a Linux environment and flashing builds into the Chromebook DUT's.
- Testing on multiple APIs such as camera, Audio, Video, Network, Bluetooth through CTS Verifier. Sensors like Gyroscope Measurement, Magnetic field, Rotation Vector using Gyrotron and different types of fixtures. Camera ITS testing.
- Generating Log files and collecting all the details like logs, screenshots, videos to raise a bug. Executing CTS manual test cases through Linux, adb Environment using shell scripts