TEJASWINI ANNEM

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**Career Objective:**

To be a part of organization where analytical ability and analyzing quest are used maximum for organizational and personal growth in parallel.

**Technical Experience:**

 Certified Salesforce Administrator ADM 201 and of having 2+ years of experience as a Salesforce Developer.

Had Experience on both Sales Cloud and Service Cloud Platform. Worked on both Salesforce Classic and Lightning as well.

Presently working as a main developer in the Project Global Inbound Contact Center (GICC) of Service Cloud Platform.

**Educational Qualifications:**

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| --- | --- | --- | --- | --- |
| **Course** | **Institute** | **University / Board** | **Year of passing** | **Aggregate %** |
| B.Tech (Electronics & Communication Engineering) | Srinivasa Institute of Engineering and Technology, Cheyyeru | JNTU, Kakinada | May 2017 | 82 |
| Intermediate (12th Standard) | Aditya Junior College, Amalapuram | BIE, AP | May 2013 | 90 |
| SSC (X std) | Aditya Public School, Amalapuram | BSE, AP | Apr 2011 | 88.6 |

**Technical Qualifications:**

* Apex Programming
* Various Customization under Sales Cloud and Service Cloud in Salesforce.
* Visualforce Pages
* Lightning Components
* Tools like Visual Studio Code (VSC), Apex PMD
* Basics of AutoRabit Tool.

**FocalCXM, Salesforce Developer**

**Projects:**

I have worked on 2 projects in that one is from Sales Cloud and one is from Service Cloud

1. **Global Rebate System (GRS)**

This project deals with Rebates to the customer. So, it is divided into 2 sections like Contract Module and Rebate Module.

In the Contract Module Sales Rep should able to login and create contract for the customers. Rebate Module is used by the higher Managers to approve the Rebates for the customers.

1. **Global Inbound Contact Center (GICC)**

This project helps contact center people to create cases from the customers who have purchased their products and raise cases accordingly for that we have created an App with GICC and where the Agents, Mangers can look into it and create cases based on the customer feedback via phone or an Email.

Here we have designed Custom Lightning Component where then can select Account information by prepopulating it from the Account and followed by filling necessary fields within the case.

**Strengths:**

* Initiative
* Zeal to learn new things
* Quick learner

**Achievements:**

* Certified Salesforce Administrator ADM201
* Upgraded to Lightning Components.
* Learned Coding Standards and Design Patterns.

**Personal details**:

Date of Birth: March 11, 1996

Languages known English, Telugu.

Present Address: Madinaguda, Hyderabad.

Marital Status: Married

I acknowledge that the details provided above are true and real to best of my knowledge.

Hyderabad Tejaswini A.