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**Project Roles:**
SFDC Developer, SFDC integration developer, SFDC Lightning Developer and SFDC Deployment.

## Summary:

- Having 10 years of Total IT Experience.
- 8+ years of experience as Salesforce Developer, Salesforce Integration Developer, Administrator of Force.com platform and lightning experience.
- Involved in various stages of SDLC including Requirement analysis, Design, Development, testing, enhancement, deployment and Maintenance.
- Strong Experience in Salesforce Development and Configuration.
- Strong Experience in Salesforce Deployments.
- Experience in Lightning which includes the Lightning Component Framework and also involved in building lightning components using aura framework and LWC.
- Proficient in most of the Declarative configuration techniques in SFDC including Custom Object, Fields, Buttons, Page layouts, Validation rules, Custom settings, Process Builder, Workflow Rules, Email Templates, Email Alerts, Assignment Rules.
- Excellent experience in configuring the SFDC Security Model using Profiles, Roles, Permission sets, Record types, Org Wide defaults, Object Permissions, Field Level Security, Public groups and Sharing rules.
- Exceptional Proficiency in Apex classes, Triggers, Visual force pages, SOQL and all the associated Governor Limits.
- Having good experience in Agile Methodology.
- Excellent Analytical and logical skills to break any real time problems, adaptable learner and accustomed to work in/with any type of team.
- Strong Communication and Interpersonal skills.

## Experience Summary:

- Working as a Principal Software Engineer in Accion Labs India PVT Ltd from Mar 2016 to till date.
- Worked as a Software Engineer Analyst in Accenture from Jan 2015 to Feb 2016.
- Worked as a Software Engineer in Bluefrog Mobile Technologies from Feb 2012 to Jun 2014.

## Technical Skills:

| CRM Applications | **Salesforce.com:**  Sales Cloud, Service Cloud, Experience Cloud, Force.com. |
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| Configuration Skills | Standard Object Configuration - Leads, Accounts, Contacts, Opportunities, Cases, Solutions and Custom Objects. Profiles, Roles, Users, Sharing Rules, Record Types, Fields, Page layouts, Validation rules, Workflow Rules, Process Builder, Custom Settings, Custom Labels, Email Templates, Custom Metadata, Lightning Flows, Approval process, Assignment Rules, Reports, Change Sets. |
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| Programming Skills | Apex Triggers, Apex Classes, Callouts, Apex Webservices, Asynchronous Apex, SOQL, VisualForce Pages, Aura Components,Lightning Web Components, JavaScript, Html, jQuery, CSS |
| Data Migration Skills & Tools | Data Migration, Salesforce.com Data Loader and Workbench |
| Others | VS Code, JIRA, GitHub and Gearset |

## Educational Qualification:

**Master of Computer Applications** from NIST affiliated to Andhra University – 2010.

## Professional Experience:

| Project Title | Kinetic Amplifier Automation |
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| Client | Syneos Health |
| Project Location | Accion Labs |

**Project scope:** Syneos Health (Nasdaq:SYNH) is a leading fully integrated biopharmaceutical solutions organization built to accelerate customer success.

Salesforce automates the business process for Strategy, Project Management, Client Services and Campaign Management teams.

**Responsibilities**:
- Provide functional support for salesforce CRM products on lightning platform
- Develop Apex , Lightning Components, and Visualforce to extend Salesforce to support business requirements.
- Assist with each release cycle to implement and deploy new/updates to existing applications and code.
- Striving towards coding best practices and data quality.
- Contributing to technical documentation.
- Ensures that new solutions comply with design specifications and system best practices.
- Ensures that solution delivery meets specified time and budget requirements.
- Provide end to end support for enhancements and projects – technical design, development - custom/configuration, deployment and estimation.
- Participate in the analysis and design sessions and understand functional, technical and business requirements for small to large scale project initiatives.

- Analyze business processes, configuring CRM out of the box features and custom solutions for specific business needs.

| Project Title | BIZSYS CRM |
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| Client | MongoDB |
| Project Location | Accion Labs |

**Project scope:** MongoDB Inc. develops and provides commercial support for the open source database MongoDB. It uses Salesforce platform to track its customers. Salesforce provides a 360 view of MongoDB customers.

- Collect and organize customer data
- Track and manage opportunities and client engagements
- Have a single view of a customer's purchased products and services
- Have a single interface for task and case management
- Implement automation to workflows making our processes more efficient
- Understand the business better with reports and forecasting

**Responsibilities**:
- Participated in daily stand-up, estimation, sprint planning and retrospective meetings.
- Understanding the functional specification and business process flows.
- Customization: Worked on apex classes, triggers and VF pages as per client requirement.
- Configuration: Worked on validation rules, workflows, approval process, and email templates etc.
- Involved in the code review and refactoring for performance improvement and implementation of best practices for Salesforce.
- Providing enhancement in existing modules as per client requirement.
- Developed lightning components to view the data and to manipulate data based on different use cases.

| Project Title | Inside Sales |
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| Client | Relevance Labs -> Scholastics |
| Project Location | Accion Labs |

**Project scope:** Scholastic Corporation is an American multinational publishing, education and media company that publishes and distributes comics, books and educational materials for schools, parents and children. Products are distributed through retail and online sales and through schools via reading clubs and fairs. Inside Sales is implemented for Inside Sales users. Sales users will work on this application to track the project leads and to maintain communication with customers.

**Responsibilities**:
- Developed lightning components to view the data based on business use cases.
- Developed lightning components to open sub tabs in Lightning console application.

- Worked on lightning components to open models dynamically whenever the user switches to the record detail page.
- Created metadata records to display buttons dynamically based on business requirements.
- Developed batch classes to fetch and delete data every day.
- Worked on lightning App builder, process builder, workflow rules and sharing settings

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| **Project Title** | RTB (Run The Business) |
| **Client** | Rackspace |
| **Project Location** | Accion Labs |

**Project scope:** SaaS (Software as-a-Service) application that provides for the capabilities to manage customer relationships (CRM) and track leads and opportunities by account. We also track the many contacts that may be associated with a Rackspace account, and those relationships. There are some custom functions built into Salesforce CRM to show quote and quote line items (by Device), as well as "Focus Area" business streams. Salesforce has a relationship with the Callidus Commissions tool to help with bookings and commission payouts based on those bookings created in Salesforce. Salesforce CRM is hosted on the Force platform and is managed and supported by 3rd party vendors. The partner portal is where Rackspace customers who subscribe to one of our partner programs can manage their account. This includes submitting new leads, viewing their payments, and submitting tickets for support.

**Responsibilities**:
- Participated in daily stand-up, estimation, sprint planning and retrospective meetings.
- Understand the functional specification and business process flows.
- Created approval processes as per the client requirement and validations.
- Developed apex classes, triggers and VF pages as per client requirement.
- Worked on validation rules, workflows, approval process, and email templates etc.
- Involved in the code review and refactoring for performance improvement and implementation of best practices for Salesforce.

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| **Project Title** | Lead to Cash (LTC) |
| **Client** | Rackspace |
| **Project Location** | Accion Labs |

**Project scope:** Lead to Cash global sales enablement release 1 project involves transitioning RAX Legacy Apps - Quote Management, product catalog, pricing, raptor over to Apttus/Salesforce CPQ/CLM. At the completion of Phase I, Apttus CPQ/CLM will support:

a) Acquisition Rackers selling new integrated portfolio to new customers.
b) IB Rackers sells only new footprints to existing customers.
c) Partners selling products to new customers.

**Responsibilities**:
- Participated in Daily stand-up, estimation, sprint planning and retrospective meetings.

- Extensively worked on Salesforce customization and design lightning components which involved developing lightning pages.
- Assisted in writing technical design documents for the requirements and involved in code review process.
- Involved in the code review and refactoring for performance improvement and implementation of best practices for Salesforce.

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| **Project Title** | Constituent Data Management (CDM) |
| **Client** | Prudential |
| **Project Location** | Accenture Technologies |

**Project scope:** The Constituent Data Management (CDM) initiative is to create individual profiles that will uniquely identify constituents across all Intelligence Solver (IS) properties. A constituent may or may not currently have a Prudential product therefore, profiles will be created for prospects as well as customers. A Common Constituent Profile will give Prudential a multidimensional view of the constituents and allow for a more personalized experience within the external Prudential User Interface (UI) that will result in more effective marketing and improved service.

**Responsibilities**:
- Responsibilities: Interacted with the client directly for the requirement gathering and provided solutions and estimates and demoing the POC.
- Developed various custom objects, reports, tabs, visual force pages and controllers for different user profiles based on the need in the organization.
- Collaborate with all the teams to perform end to end testing
- Responsible for packaging and deployment to production.
- Data migration to different environments

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| **Project Title** | Shell Sales Tracking CPO |
| **Client** | Shell |
| **Project Location** | Accenture Technologies |

**Project scope:** Sales Tracking is an end-to-end Customer Relationship Management System. It's a very user-friendly, powerful and customizable CRM tool to assist & manage the entire sales process. It covers the spectrum from pre-sales to order tracking to payment follow ups & Support Requests Tracking. It also supports including time and effort spent by technical teams for customer related projects. CRM Solution has various modules like customer, contact, case, task, documents, admin etc.

**Responsibilities**:
- Played the role of Salesforce.com Administrator and Developer.
- Developed Salesforce.com custom application using apex classes, apex triggers and visual force pages.

- Developed various custom objects, reports, tabs, visual force pages and controllers for different user profiles based on the need in the organization.
- Created page layouts, validation rules, email templates, workflows and approval processes as per the business requirements.
- Created and managed profiles, roles settings.

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| **Project Title** | Nutrition and Day Care Center (NDCC) |
| **Client** | Society for Elimination of Rural Poverty (SERP) |
| **Project Location** | Bluefrog Mobile Technologies |

**Project scope:** NDCC Software has been designed and developed considering several factors such as Nutrition and Day Care Center conditions, availability of network at rural villages and need for capturing attendance, NH days, training and financial data etc. NDCC has several modules to cater to the needs of automation.

**Responsibilities**:
- Developed an application end-to-end using the MS.NET Environment.
- Developed custom User Controls providing code reuse and ability to inherit complex UI