

Name : Orsu Kalyan Babu

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PROFESSIONAL SUMMARY

- A component professional with around 6 years of experience in Information Technology.
- Having 4.6 years of experience in Salesforce Development and Testing.
- I Have 1.6 years of experience in Application Testing and Application Support.
- I am an experienced salesforce developer and Administrator and have a passion for software development and relentless drive for continuous improvement in all my endeavors.
- Experienced in Apex classes, Visualforce pages, REST API, Aura and LWC.
- Good Exposure to test classes and Deployment tools Workbench, ANT, VS Code

TECHNICAL SKILLS

- CRM : Salesforce CRM, force.com Platform
- Web Technology : Visual Force, HTML, CSS, JavaScript
- Programming Languages : Apex
- IDE : Force.com, Apex Data Loader
- Other Tools : Workbench, ANT, JIRA, SQL Server

EDUCATIONAL QUALIFICATIONS

- B.Tech (IT) graduated from MGIT college of Engineering with an aggregate of 70.8% in 2015.
- Intermediate (MPC) completed from Narayana Jr.College with an aggregate of 91.6% in 2011.
- SSC completed from GHS Mamillagudem with an aggregate of 87.6% in 2009

EMPLOYMENT HISTORY

Optimum InfoSystem Pvt Ltd, Senior Consultant - May 2021 to Present.

BSW Soft Pvt Ltd, Salesforce Developer -, February - 2019 to April 2021

ValueLabs, Software Engineer, June 2018 - Jan 2019

eRetail Cybertech Pvt Ltd, Technical Support, December 2017 - May 2018

Shanthi Hospital, Technical Support (IT), October 2016 - October 2017

PROJECTS

Client : Dell

Project Name: *Partner Account Management*

Partner accounts are Salesforce accounts that a channel manager uses to manage partner organizations, partner users, and activities when using a partner site or partner portal. A channel manager who owns a partner account can access all the data associated with the partner account and the associated partner users.

Roles :

- Writing Business logic using Apex classes.
- Interact with the client in the various discussions such as functional discussion, process oriented, defect call etc.
- Involved in Salesforce.com Application setup activities and customized the applications to match the functional needs of the organization.
- worked with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions

Client : Dell

Project Name: *Opportunity Management*

Opportunity Management in Salesforce represents a sales deal between company and customer. It helps you manage all your sales deals with Salesforce. At the same time, you can stay connected to the people and information you need to close every sale from anywhere. Besides, Opportunity Management holds information about completed sales, potential future sales, or lost potential sales.

Roles :

- Writing business logic using the apex classes
- Designing triggers and various services classes
- Development, implementation and update focusing on Sales cloud and Service cloud.
- Involved in the SFDC application setup and customization to match the functional needs of the organization.

Project Name : Health Care Management System (HCMS)

Client is one of the largest health benefits companies in the United Kingdom. Through its affiliated health plans, related companies deliver a number of leading benefit solutions through a broad portfolio of integrated health care plans and related services, along with a wide range of speciality products such as life and disability insurance benefits, dental, vision, behavioral health benefits services, as well as long term care insurance and flexible spending accounts.

Roles :

- Closely worked with Salesforce.com teammates while implementing the solutions for the requirements.
- Worked on various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities.
- Designed, implements and deployed the custom objects, Page Layouts, Custom tabs, Components to suit the needs of the application.

Client : Inter IKEA Systems B.V

Project Name: IKEA

IKEA is one of the largest retail businesses across the world. Inter IKEA System B.V is a part of IKEA IT and deals with an internal application called 'IKEA toolbox'. IKEA toolbox application has been used by all the coworkers of IKEA team which is used to communicate the business to end users.

Roles :

- Developing customized solutions within the Salesforce platform
- Designing, coding, and implementing Salesforce applications.
- Meeting with project managers to determine CRM needs.
- Testing the stability and functionality of the application.

Client : Bigbasket

Project Name: Application Support

Online shopping websites for retail sales direct to consumers. Providing or participating in the online marketplaces, which process third-party business-to-business or consumer-to-consumer deals. Gathering and using demographic data through web contacts and social media.

- Involved in application support and testing
- Monitoring the databases on daily basis, respond to customer query and escalations
- Troubleshooting technical issues.
- Resolving network issues.

DECLARATION

I hereby declare that all the above-mentioned details are correct to the best of my knowledge.

(Orsu Kalyan Babu)

Place: