**KRISHNA REDDY Mobile.no: +91-7997882747**

**Salesforce Admin&Devloper EmailID:** krishnareddy.sfdc1@gmail.com

**Professional Highlight:**

* **Having 1.8 years** of total work experience in Salesforce.com CRM Platform**.**
* Involved in various stages including, requirement analysis, development, enhancements, testing, deployment and maintenance of Multi-tier and web-based applications

**Professional Summary:**

* In-depth understanding of the capabilities and constraints of the Sales force CRM application coupled with good understanding of the business processes **(Sales, Service etc.).**
* Experience in Salesforce development including **Apex Classes**/Controllers, **Visual force**, Apex Triggers and Lightning Components
* Used Apex Data Loader to perform the DML operations by using CSV files.
* Worked with SOQL, SOSL, Visual force, Apex, Force.com.
* Strong Knowledge in Sales forces Customization, Data Validation, Sales, Marketing, Customer Service and Support Development and Administration.
* Hands on working experience in Role Hierarchy, Custom Profiles and public Groups creation and user management.
* Hands on Experience in creating Roles, Profiles, Custom Objects, Custom fields, Page layouts, Custom Tabs, Email Templates, Workflows, Workflow Actions, Reports, Approval Process , Process builder and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Cases, Leads, Reports and Dashboards.
* Experience in implementing Web-to-Case, Email-to-Case to generate cases for Case objects.
* Expertise in implementing field level security and page level security based on the profiles.
* Worked on Sharing rules including Owner to Owner (Role/Public Group) and criteria based sharing
* User management and maintenance of all databases users like granting a subset of privileges as per client’s policy.
* Worked on Page layout creation and page layout assignment based on the profile and assigning different pick list values to the different record types.
* Created Formula fields, Validation rules to maintain the quality of the data.
* Hands on Experience in Deploying Salesforce.com CRM solutions.
* Well experienced in System Testing, UAT and maintaining Stage Sandbox.
* Participated in all stages of Software Development Life Cycle (SDLC) i.e., System Analysis, Design, Development and Testing

**Professional Experience:**

* Working as a Software engineer in **Syntel,** Mumbai (Amtex info solutions pvt ltd) from May-2019 to till date.

**Educational Qualification:**

* B.sc(computers) from Acharya Nagarjuna University, Guntur.

**Technical Proficiencies:**

CRM : Salesforce CRM

Web Technologies : HTML, Java Script

Languages : Apex, Visual Force, Triggers and Lightning

IDE Environments : Apex Data Loader, Force.com

Databases **:** Oracle, Sql

**Project:-1**

**Company**  **:** **Syntel**

**Client : MBO-Employee Performance Management System (EPMS), Japan**

**Work Location** **:** **Mumbai**

**Designation** **:** **Salesforce Admin& Developer**

**Duration** **:** **May 2019 to till date**

**Description:** Media Back office uses to calculate employee performance for an image crap activity they are performing.

Delivery manager fetch images from Japan and kept in local server. EPMS shows the image files as thumbnail. Image opened in VC system via. Sales force and perform crap activity. Once activity is completed, time is calculated to complete the activity and recorded in sales force.

Once image is accepted and approved, it is again uploaded to Japan server.

Also maintaining an employee’s attendance record

**Roles and Responsibilities:**

* Involved daily standup call to gathering Requirements from clients and celebrating with team members in functional and technical and follow-up daily activities
* Developed data model includes **User**, **Profiles, objects, fields, permission** set and **relationships.**
* Worked on **formula fields, relationships, securities.**
* Implementation of **visual force pages**, **Custom buttons**, required for the project to develop rich user interfaces.
* Created and managed **workflow rules, data validation Rules**, and system triggers for **Events, Accounts** and so on. Implemented Reminder functionality for All the Activity.
* Created the email Custom templates for the user registration welcome mail and **change and reset password templates**
* Created Apex classes with respect to controllers to meet client’s business logic.
* Using controllers Developed Apex Classes, Controller Classes ,**Apex Triggers and Lightning Components** for various functional needs in the application
* Involved managing User and Security settings using Org Wide Defaults, Roles and Profiles and Sharing rules