**VenkataRamana D**

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**OBJECTIVE:**

* To work for company that gives me platform to develop new skill set while utilizing my present knowledge. Love to do challenging work. Easy to adapt in learn and grow environment.

**PROFESSIONAL SUMMARY:**

* Having around 7.6 years of experience in Sales force.com.
* Hands-on experience in **Lightning Components and server-side controllers** to meet the business requirements.
* Experience in **aura framework**, **Lightning** **Components**, **Sales force** **Lightning Design System** (SLDS).
* Strong experience in **Sales Cloud, Service Cloud Health Cloud, Community Cloud**.
* Hands-On experience in consuming as well as developing API's for **REST & SOAP**.
* Experience of integrating various business processes across different systems using **REST and SOAP**.
* Experience in **Agile Software** Development Methodology, **Especially Scrum**.
* Experience in **Customization, Administration, Configuration, Implementation, Integration, Enhancements and Support** of sales force CRM applications based on Apex Language and Service cloud (Service Now).
* Created the **workflows Rules, Approval Process, Process Builder, Flows** for automated lead routing, lead escalation and Email Alerts.
* Experience in providing **security controls to users by using Profiles, permission sets, OWD setting, Role, and Sharing rules.**
* Designed and developed **Visual force pages, Controller, extensions and Apex Triggers** for various functional needs in the application.
* Experience in **Apex Classes, Batch Apex, Scheduled Apex**.
* Experience in **Unit Testing and Test Coverage for Classes and Triggers**.
* Involved in **Deployment**, deployment from one environment to different environments.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**PROFESSIONAL EXPERIENCE:**

* Working as **Lead Consultant in ITC Infotech, -Bangalore** from Aug-2018 to Till Date
* Working as **Senior Software Engineer in UST-GLOBAL, -Bangalore** from Aug-2017 to July 2018.
* Worked as **Senior Software Engineer** in **Zensar Technologies**, -**Bangalore** from OCT 2016 to June2017.
* Worked as **Web Developer** in **Sonus Networks India Private Ltd, - Bangalore** from Feb 2015 to Sep 2016
* Worked as **Associate Consultant in** **Datamatics Software services LTD, - Bangalore** from July2014 to Feb 2015.

**AWARDS & RECOGNITION**

* 1X Sales force Certified Developer.
* 1X Sales force Trailblazer Ranger
* Got many appreciation mails from clients and higher authority for standing up in the difficult time of the projects, delivering the bug free code, for being consistent throughout the year and for my hard work and dedication to the project.
* Quarterly Awarded as PAT19 and PAT20 and PAT21 performance of the year 2019 and 2020, 2021 by ITC INFOTECH.
* Awarded as outstanding volunteers of the year for year 2019/2020 by ITC InfoTech outreach.

**SKILL SET:**

1. **SFDC (Salesforce.com):** Lightning Components(Aura Frame Work), Sales force CRM, Visual Force Pages, Apex Classes, APEX Triggers, REST Integration, APEX Data loader.
2. **Database Systems:** SOQL (Sales force Object Query Language), SOSL.
3. **Web Technologies**: JavaScript, HTML.
4. **Sales force Tools:** Data Loader, GIT HUB.
5. **Domain Knowledge:** Sales Cloud, Service Cloud, Health Cloud, Community Cloud.

**EDUCATION QUALIFICATION:**

* **M.C.A** from Sri Venkateshwara University, Tirupati.

**PROJECT EXPERIENCE:**

1. **BAT (BRITISH AMERICAN TOBBACO):**

Roles and Responsibilities:

* Requirement gathering, Solution designing, Offshore team handling
* Daily Stand up meeting with team and provide the updates on US.
* Development using Aura components and Apex classes.
* Integration with IVY and SAP.
* Deployment using GIT and Support being Hyper care.
1. **Fairview:**

Fairview Health System added Health East to an existing portfolio that includes University of Minnesota Health and health plan, Preferred One, with over 325,000 members.

Fairview consists of 12 hospitals and medical centres, 56 primary-care clinics, 55 specialty clinics, 36 pharmacies, 33,000 employees, and a network of over 5000 providers. Fairview registered over 1.8 million clinic visits. Fairview and Health East have 2 disparate Epic instances and will leverage Salesforce to present a 360-Degree view of the patient.

* Requirement gathering, Solution designing, Offshore team handling
* Daily Stand up meeting with US Salesforce team and development of stories.
* Development using Aura components and Apex classes.
* Integration with Epic and MuleSoft, Dial Source (CTI)
* Deployment and after Live Support.
1. **AurinkoMatKat (Finnair):**

Aurinkomatkat (Sun tours Ltd) is one of the biggest Finnish travel agencies, specializing in package holidays to seaside destinations around the world.

* Requirement gathering, Solution design and implementation.
* Daily Stand up meeting with Finland Salesforce team and development of stories.
* Aurinkomatkat will maintain all Bookings, Passenger, Booking Services (Flights and Hotel, Items) details by using the salesforce and retrieve the data using atcom Integration from external system.
* Issue fixes and deployment to UAT and maintaining the package.xml for final deployment.
1. **John Lewis Partnership:**

The John Lewis Partnership were the first department store group in the UK to adopt central buying, launching the 'Jonell(e)' name for own brand merchandise in 1937. That brand name has gradually been replaced with the 'John Lewis' name since 2001. Additional own brands include Collection by John Lewis as well as John Lewis & Co. and Collection Weekend by John Lewis. A selection of [Waitrose](https://en.wikipedia.org/wiki/Waitrose) own brand products, such as cleaning materials and party stationery, are also available from John Lewis.

* Understanding the requirements from client for developments and enhancements.
* Configured user roles, permission set and profiles as per business requirement.
* Created Workflows, process builder and Validation rules.
* Created Triggers, Visual force pages, Apex Classes.
* Created Batch Classes, Scheduled Classes.
* Experience on Sales Force Lightning Components.
* Experience on Test Classes for code coverage.
* Experience on Rest API.
1. **CIO-MMS:**

MMS-Manage my sales. It is an Opportunity management which comes under sales cloud of sales force. Projects which are in pipeline are managed through opportunity. By using different level of approvals one opportunity will be converted to a deal. This project can analyse the competitor position on different products.

* Configured user roles, permissions and profiles as per business requirement.
* Created Triggers, Visual force pages, Apex Classes.
* Created Batch Classes, Scheduled Classes.
* Data Mapping and Data Loading into SFDC using Data Loader.
* Created Report Types, Reports & Dashboards.