

Professional Summary:

- ✓ 3.1+ years of experience in IT industry
- ✓ 2.11+ year of experience in UI developing web applications
- ✓ Having good knowledge in Core Java, Salesforce Development
- ✓ Well versed with Object Oriented Programming
- ✓ Well experienced in Design and development experience in Salesforce (APEX, Lightning).
- ✓ Strong understanding of SFDC Platform (Service Cloud).
- ✓ Created custom objects and custom fields in Lightning experience
- ✓ Developed Lightning apps using Lightning Components
- ✓ Involved in creating Lightning Components, Controller, Style, Application, and apex classes.
- ✓ Very good understanding of Salesforce Lightning and web technologies, such as Aura Framework, HTML, JavaScript, and CSS.
- ✓ Implementation with Leads, Accounts, Contacts, opportunity, Custom Apps, Page Layouts, Record types, Validation Rules, Reports & Dash Boards, fields, Formulas.
- ✓ Expertise in Automation tools process builder, Workflow, Triggers, Flows, Approval process.
- ✓ Expertise in configuration and maintenance of "sandbox" environments.
- ✓ Expertise in Apex Classes, Visual Force Pages, SOQL, SOSL, Aura Components.
- ✓ Expertise in Case Management with email to case, web to case, Live Agent

Educational Summary:

- ✓ MCA from VR Siddhartha Engineering College, Vijayawada in the year 2017.

Technical Skills:

- ✓ Salesforce Trailhead Ranger.
- ✓ Knowledge of Core Java and Salesforce Development
- ✓ Familiar with JSON, Angular JS, jQuery

Certifications:

- ✓ Completed the Salesforce Certified Platform Developer I

Employment History:

IBM India Pvt. Ltd.	Application Developer	Mar 2018 to till now
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Project Experience:

Project #1

Project Name:	Indosat	
Role	Team member	
Organization	IBM India Pvt. Ltd.	
Duration	Aug 18, 2019 – till date	
Team Size	3	
Environment	Technologies	Apex, JS, Visualforce, LWC

Project Description:

- ✓ The IDCC application is the Integrate Digital Contact Centre.
- ✓ It provides the solution for the cases and quires sent by the users and providing a complete management system to resolve the quires and cases resolved as soon as possible.
- ✓ The solution is based on the Salesforce

Project #2

Project Name:	Deutsche Telekom	
Role	Team member	
Organization	IBM India Pvt. Ltd.	
Duration	Jun 2018 – Jul 2019	
Team Size	60	
Environment	Technologies	CSS. HTML5. JS, jQuery, JSON, SQL Developer, VB Script
	Tools:	Siebel tool
	O/S:	Windows 10

Project Description:

- ✓ Deutsche Telecom is a telecommunications giant in Germany, who offer a wide range of products based on landline and mobile devices
- ✓ It pays high attention towards the customer data. It follows data archiving and deletion by using DMS
- ✓ The solution is based on Siebel CRM

Responsibilities:

- ✓ Write well designed, testable, efficient code by using best software development practices
- ✓ Integrate data from various back-end services and databases
- ✓ Gather and refine specifications and requirements based on technical needs
- ✓ Create and maintain developed software documentation
- ✓ Responsible for maintaining, expanding, and scaling the site
- ✓ Working with management and end-users to create and manage workflow rules, data validation, processes, and flows
- ✓ Work with management, create and manage complex workflow rules, data validation, and triggers
- ✓ Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
- ✓ Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting
- ✓ Stay plugged into emerging technologies/industry trends and apply them into operations and activities.
- ✓ Detailed knowledge of Salesforce.com architecture
- ✓ Excellent problem solving and troubleshooting skills, with a solid customer-service orientation
- ✓ Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams

Strengths:

- ✓ Good Communication Skills
- ✓ Quick learner
- ✓ Flexibility.
- ✓ Continuous learning.

Personal Profile:

Name : Bitra Naveen Kumar

DOB : 27/10/1993.

Hobbies : Reading Books, Watching movies, Surfing net

Languages Known : Telugu, English (R, S&W), Hindi(S)

Permanent Address: 10-123, Mangalagiri, Guntur Dt, A.P

Avowal:

I do hereby declare that the above-mentioned information is correct up to my knowledge.

Place: Bangalore

B. Naveen Kumar

Date: