



## GADUPUDI RAMAKRISHNA

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### CAREER OBJECTIVE

Achieving higher position in an organization, which includes challenges and more responsibilities by contributing my skills and knowledge to the growth of organization.

### PROFESSIONAL SUMMARY

- Certified Salesforce Developer and Certified Salesforce professional having **Platform Developer I, Platform Developer II, Salesforce Administrator** Certifications.
- Comprehensive IT Experience of 6 year in **Salesforce Technology** in designing, development and maintaining CRM applications using configuration and customization (Force.com platform) tools.
- Experience in the complete life cycle of project development (**SDLC**) and in working with **Agile Scrum** Methodologies.
- Expertise in developing Salesforce.com applications in both **Sales and Service Cloud**.
- Expertise in **code refactoring** using best practices and debugging the code.
- Expertise in automating business process and record updates using **approval process, process builder and Flow builder** tools.
- Responsible for creating **Reports and Dashboards** for Business Analysis.
- Experience in creating service classes and updating **Lightning components**.
- Created **Triggers** and **Trigger handler** classes to maintain business logic easily, and for code readability.
- Extensive experience with various deployment tools including **Change sets, VS Code, Work Bench and Copado** tool.
- Worked extensively with **Data Import Wizard, Data Loader.io, Source Tree and Workbench** for Data Management.
- Good working Knowledge in **Sales force, Force.com, Apex, visual force, Java script, Apex Triggers , Test classes, Asynchronous Apex**.
- Having good working Knowledge in **Lightning App builder and Lightning Components**.
- Having knowledge and trained on **nCino** Banking system.
- Having experience about the **Rest API integration**.
- Working knowledge on **Source Tree**.
- Having experience on **Lightning web Components(LWC)**.
- Giving best training to the candidates with real time project experience using LWC along with all other admin and development concepts.

## TECHNICAL SKILLS

- **Programming Languages** : Core JAVA, Apex, Visualforce ,Rest API Lightning Components, LWC, nCino.
- **Web Technologies** : HTML, Java script, SLDS Styles and CSS
- **Data Base Languages** : SOSL, SOQL
- **IDE** : VS code, Developer Console, Eclipse, Force.com IDE.
- **Tools** : Jira and Remedy.
- **Deployment Tools** : Copado, Work Bench, Change set, Jenkins, Source Tree and BeanStalk

## WORK EXPERIENCE

- **Tata Consultancy services**, White Field, Bangalore, August 2016 to June 2019.
- **IQVIA**, Bangalore, Oct 2019 to till date

## EDUCATIONAL QUALIFICATIONS

- **B. Tech** from **Computer Science and Engineering** from **RVR&JC College of engineering**, Guntur in the year 2016 with CGPA 9.72.
- **12<sup>th</sup>** from **NRI Academy** Guntur in the year 2012 with 95.3% Percentage.
- **SSC** from **Z.P.H School**, Boggaram in the year 2010 with 91.33% Percentage.

## PROJECT

**Title** : Dealer Commerce  
**Client** : Cummins.Inc  
**Designation** : Salesforce Developer  
**Technologies** : Salesforce, Apex, Visual force, SOSL,SOQL  
**Description** : Dealer Commerce is the Salesforce application, which is developed in sales force Platform. By using the Dealer commerce application dealers and users are able to place orders for the spare parts for the engine items, Swapping of the parts, generating the invoice and able to see the order history.

### Responsibilities:

- Worked with all the enhancements in the application by using the visual force and Apex.
- Creating profiles, permission sets and assignment based on the access level.
- Creating apex classes and visual force pages.
- Working with import wizard and Apex data loader.
- Creating Apex trigger and test classes.
- Performed the roles of Salesforce.com Developer and Admin in the organization.
- Created Custom Objects and fields.
- Worked with standard sales force.com standard objects like Accounts, Contacts.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Wrote formula based Validation Rules, Workflow Rules, Creating Custom Pages and Custom Objects, Applying Sharing Rules, Handling Page Layouts, Related List.
- Designed and deployed Custom tabs, validation rules, Approval Processes.

- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Provide business solutions that may require Apex Triggers, Apex Classes, Visualforce, Custom controllers & extensions
- Wrote the test classes for both trigger and Apex classes.
- Generating the reports and dashboards.
- Wrote code for asynchronous apex like Batch apex, Future methods, scheduled apex.

## PROJECT

**Title** : Enterprise Service Cloud.  
**Client** : Thomson Reuters  
**Designation** : Salesforce Developer  
**Technologies** : Salesforce, Apex, Visual force, SOSL, SOQL  
**Description** : Enterprise Service Cloud is Service cloud console application. Where all the users of the application can create cases through email to case, web to case and using chat functionality.

### Responsibilities:

- Implemented Chat functionality using omni channel.
- Worked on Email-to-case configuration.
- Created the auto response rule for email templates for email to case.
- Creating profiles, permission sets and assignment based on the access level.
- Working on Reports and dashboard by providing access to users.
- Used import wizard and Apex data loader for data loading.
- Creating Apex trigger and test classes.
- Crated custom setting, custom labels and custom metadata types
- Worked with standard sales force.com standard objects like case, Live chat transcript.
- Creating 2 column lay out for case records using App builder application.
- Created Sharing Rules, Handling Page Layouts.
- Written the test classes for both trigger and Apex classes.
- Worked in deploying the components from one sandbox to another sandbox.

## PROJECT

**Title** : Centris Direct  
**Client** : IQVIA  
**Designation** : Application developer  
**Technologies** : Apex, Visual force, SOSL, SOQL, Salesforce Lightning, LWC  
**Description** : Centris Direct is IQVIA health care product which is a managed package. Which is used by different clients for organizing the meetings for promotion of the dugs or medicine invented by the different pharma companies.

### Responsibilities:

- Implemented different lighting components as per the business requirements.
- Implemented different History display components.
- Implemented different LWC Components as per the requirements.

- Written various apex classes, Triggers and Test classes.
- Worked in the integration with Veeva connector using the Rest API.
- Implemented different approval process.
- Implemented VF page for creating the fee scheduled module.
- Created reports and dash board for the interactions calculation per month.
- Implemented Lightning components for Search and Modal functionality.
- Prepared the managed package for installation of in the client Org.
- Created user stories in Jira tool as per the requirement.
- Worked on different POCs as per the client requirements.

## ACHIEVEMENS

- Secured 717 global rank in 'CODE-VITA' contest conducted by Tata Consultancy Service Ltd.
- Got Client appreciation for the commerce project.
- Got 'A' band in financial appraisal during the TCS..
- Got appreciation for Centris direct Product Project.

## CORE COMPETENCIES

- Hard Working.
- Adaptability.
- Willingness to learn.
- Quick learner.

## PERSONAL PROFILE

- **Address** : ChinnaKondaya Palem, Guntur  
Andhra Pradesh-522658.
- **Father's Name** : Mr. Gadupudi Naidu.
- **Date of Birth** : 16-04-1995.
- **Languages known** : English, Telugu and Tamil.
- **Hobbies** : Playing cricket.

## DECLARATION

I hereby declared that the above-furnished information is true to the best of my knowledge and belief.

**Place :**

**Date :** (Gadupudi Ramakrishna)