

Akhil Makam

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**Objectives**

To devote my skills, knowledge, training and strengths in achieving the overall objectives of the organization and implementing my analytical aspect into practical aspects

**Summary**

* Around 4+ years of IT experience.
* Around 3+ years of strong experience in Salesforce Development and Design
* Strong communication, collaboration & interpersonal skills with proficient in grasping new technical & analytical concepts
* Ability to handle multiple responsibilities, with a bias for action and genuine interest in personal and professional development

**Work Experience**

**Company:**Advanz101 Systems Pvt Limited.

D**uration:** 25/10/2018 till Present

 **Designation:** Salesforce Developer

**Company:**ITC Infotech.

D**uration:** March 2016 to October 2018

 **Designation:**Salesforce Admin and Developer

**Work Experience**

**Responsibilities:**

* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Experience in analyzing business requirements, Entity-Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships and lookup relationship
* Experience in Salesforce Integration with external Applications using Rest Api.
* Experience in Sfdc Development by using Asynchronous Apex.
* Experience in Salesforce Automation using Flow Builder,WorkFlow Rules, Process Builder,Approval Process and Apex Triggers.
* Experience in Writing Test Classes for generating Code Coverage using best practices.
* Experience in working with Field Service Lightning.
* Experience in working with Salesforce Community Portals.
* Experience in Deployment using Change sets.
* Worked with various salesforce.com Standard objects like Campaigns,Lead,Accounts, Contacts,Opportunities ,Products, Quote and Custom Objects.
* Experience in creating Record Types, Formula Fields, Rollup Summary fields,Validation Rules.
* Experience in creating Users, Roles, Profiles.
* Experience in Creating Reports and Dashboards.
* Experience in Data Security by Owd settings, Sharing Rules, Role Hierarchies, Permission Sets.
* Experience in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Experience in integration of salesforce with appexchange Applications like Docusign,Conga Composer,MailChimp,vonage,etc..
* Worked with Different tools and software like Zapier, Quick books Online, Stripe, Form Assembly, Event Brite, Conga Composer.
* Experience on Working with Agile Methodology
* Experience in Working with SalesforceLightning.
* Having Knowledge on Salesforce Lightning Development and Salesforce CPQ.
* Supported business needs with technical design documentation.

**Project I**

**Project Title:**CRM Implementation for FHA **Duration**:1 Year

**Client:**FHA **Role**:SalesforceDeveloper

**Company Description:**

Function Health Australia (FHA) team of accredited Allied Health Professionals work collaboratively with all involved parties to achieve early recovery and safe and durable return to work outcomes following injury or illness.

**Project Description :**

 A Return-To-Work (RTW) referral comes with a pre-approval for an Initial Needs Assessment & Initial Need Assessment with Medical Case Conference. This includes line items for the session, travel,communication and reporting. This project will automate the Case to Estimate process including Cost Plan for Intial Need Assessment & Initial Need Assessment with Medical Case Conference. It will also cover the Inventory & product consuming management through work order. It also includes an internal and external approval process.

**Responsibilities:**

* In this project we used Field Service Lightning to manage service appointments for Initial Need Assessment and Medical Case Conference for consuming Product from Inventory(Location).
* Configuration of Field Service Lightning Application.
* Worked on various App Exchange Products like Conga Composer, Xero etc.
* Creating Profile, Roles, Permission Sets and Validation Rules.
* Creating Record Types for Work Order and Case.
* Developed Apex classes, Apex Triggers for various functional needs in the application
* Implemented approval Process and Automation of task using Process builder.

**Project II**

**Project** **Title**:CRM Implementation **Duration**:8Months

**Client**:Reagal Media **Role**:SalesforceDeveloper

**Company Description:**

Bais Chana Women International is a Chabad nonprofit organization that serves an international clientele of Jewish women from all walks of life, ages 15 and up, with Jewish education, enrichment and support.

**Project Description:**

 Client use Salesforce CRM (NPSP Cloud) for managing Donations, Gifts, House Holds, Volunteers etc. We help the client by customizing the salesforce to get the donors from Website using Form Assembly and also tracking payments in opportunities, Recurring donations, schedule payments. Managing Payment Subscription in Salesforce with Stripe.

**Responsibilities:**

* Configuration of NPSP cloud Settings**.**
* Developed Apex classes, Apex Triggers for various functional needs in the application.
* Form Assembly configuration and integration with salesforce.
* Stripe configuration and Integration stripe to Salesfroce using Rest API.
* Integration app exchange application with MailChimp.
* Customization of contact and opportunity page.
* Created custom Reports based on business need and associated them to Dashboard.

**Project III**

Project Title:MTS SalesDuration:1.year

Client: Medical Testing Solutions Role:SalesforceDeveloper

Client

MTS Will Sell different kinds of Gas Equipments and also provide services for the Customers .We have implemented Salesforce CRM from scratch to manage sales process .We have configured products and pricebooks to manage products and also integrated with Docusign for esign for the document .Integartion with outlook and gmail to send emails ,contacts synchronization,caldener synchronization.To manage Payments we integarted with xero application.implemented from lead to cash process by using standard objects and integrating with external applications.Customization of standard objects like quote ,opportunity.

**Responsibilities:**

* Developed Apex classes, Apex Triggers for various functional needs in the application.
* Configuration and customization of Salesforce Standard objects.
* Created Email Template, Email Alert, Workflow rules, Process Builder, formula fields needs in the application.
* Developed Apex classes, Apex Triggers for various functional needs in the application.
* Integration Outlook and gmail to Salesfroce using Salesforce Outlook Configuration.
* Integarting with appexchange applications like docusign,quickbooks,xero.
* Developed visual force pages for the standard objects.
* Providing Estimates,demoing the tasks,shooting a videos,handling client calls,assigning tasks .

**Project IV**

Project Title:Helio MediaDuration:1.year

Client: Peter Hall Role:SalesforceDeveloper

**Client Description :**

Helio is a Sydney, Australia based revolutionary media space aiming at simplifying advertising. Its mission is to level the playing field for all businesses to have equal opportunity to advance their growth and success. As a unique platform that unifies multiple advertising channels, Helio demystifies and simplifies the advertising buying journey, it becomes the go-to educational resource and delivery system connecting advertisers and media sellers like never before.

The parent company, Heard Corporation creates integrated communications, experiences, and solutions for the hyperconnected world of today to drive leads and sales for brands and businesses.

**Project Description :**

HELIO is a comprehensive offering from the HEARD Corporation for Australia’s advertising industry. They approached with a blueprint in mind to build a platform on Salesforce for media space sellers, buyers, and third party agencies. Some of the key requirements and challenges that were overcome:

A storefront i.e. a public access website for different users to Login and access the platform.

Three distinct yet interconnect and interoperable sections on the platform for Sellers, Buyers, and Third party agencies as communities.

Functionalities to manage inventory i.e. advertising spaces across mediums.

A seamless connectivity between seller/buyer/third party agency, time slots/advertising duration, and campaigns.

Absence of campaign performance measurement tools and holistic market views or representations.

Absence of a billing mechanism for all stakeholders.

**Responsibilities:**

* Developed Apex classes, Apex Triggers for various functional needs in the application.
* Configuration and customization of Salesforce Standard objects.
* Building scheduler components by integration with bryntum scheduler.
* Developed Map lightning components by integration with leaflet.js
* Developed different communities,permission for communities,UI implementation .
* Login customization for communities and making subscription users by using blackthorn payments.
* Implemented relationships between objects and configuration of Salesforce.

**Education:**

* Bachelor of Engineering (B.E) in Electronics and Communication and Engineering (ECE) from SCSVMV University 2011-2015 with 7.45 CGPA
* Senior School Certification(XII) from Sri Chaitanya in MPC 2009-2011 with 85.2%
* Secondary School(X) C.B.S.E from Chinmaya Vidyalaya in 2009 with 63% .

**Software Skills**

* **Programming Languages:** Apex, Visualforce pages, controllers
* **Operating System:** A good user of current Microsoft Windows OS
* **Tools:** Force.com IDE, Microsoft Office (Word, Excel, PowerPoint),App Exchange Applications, Data Loader,Agile Accelerator,Leaflet ,Bryntum Scheduler,Visual Studio,Git Hub
* **Salesforce:** Apex, SOQL, SOSL, Visualforce (Pages, Component & Controllers), Triggers, Custom Objects &Web services.

 **Achievements and Accomplishments**

 Certified Salesforce PD1 Developer

More than 50+ **Trailhead badges**.

**Personal Profile**

**Date of Birth:** 10 March 1994 **Language Proficiency :** Telugu and English

**Marital status:** Single

**Declaration**

I hereby solemnly affirm that all information furnished above is true to the best of my knowledge and belief.

Date - Akhil MAkam