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**Professional Summary:**

* Having 4 Years of experience and expertise in application development with Salesforce.com platform.
* Successfully completed various Projects Lifecycle Salesforce Implementations.
* Extensive experience in Application development and support in Healthcare, Utility and Retail domains for CRM applications.
* Involved in requirements gathering,development of application, testing, creating test classes, and data conversion.
* Experienced in analysing customer processes, developing Salesforce based solutions, and implementation per business requirements.
* Developing test scenarios and test classes for customization implementation on Salesforce.
* Preparing technical documentation, bug fixing and supporting and assistance to other developers in issue fixing and troubleshooting and bug fixing in hypercare and run phase.
* Hands on experience in designing Reports and Dashboards.
* Involved in migrating data from one Sandbox environment to another Sandbox using Force.com IDE, Autorabbit,Mulesoft,Workbench and Change sets.
* Involed in writing Apex triggers, classes and visual force pages to implement custom functionality.
* Developing test classes for customization implementations.
* Experience with use of the Salesforce.com APIs (via sharepoint, or through web services) to integrate
* Experience on designing communities as Customer communities and Partner Communities.
* Experience in marketing cloud implementations.
* Experience in Einstein Analytics.

**Work Experience:**

* Working as Software Engineer 1 in **Concentrix Services India Pvt Limited, Bangalore** from February 2019 to Tilldate**.**
* Worked as Associate Consultant in **Atos Global It Solutions & Services Pvt Limited, Bangalore** from February 2017 to January 2019**.**
* Worked as Application Devlopment Analyst in **Accenture Solutions Pvt Limited, Bangalore** from December 2015 to January 2017**.**

**Education Details:**

* B.Tech in Information Technology from JNTU Kakinada.

**Certifications:**

Certified Salesforce Adminstrator(ADM201)

**Technical Skills:**

CRM Tools : Salesfroce.com

SFDC Technologies : Apex, Visual Force, Triggers, Lightning,Workflows&SOQL.

Tools : Apex Data loader, Force.com IDE & Eclipse,Mulesoft Workbench & Autorabbit

Programming lang. : Apex, C& C++,Java.

Operating System : Windows& Linux.

Web Related : HTML, JavaScript,XML& CSS.

Databases : Oracle 12C

Project Summary:

Project #1:

Client : Mazada(Us)

Application : Extact Target

Role : Developer & Administrator

Duration : Feburary 2019 to till date

**Description:**

Mazda Motor Corporation commonly referred to as simply Mazda, is a Japanese multinational automaker based in Fuch?, Aki District, Hiroshima Prefecture, Japan.

Mazda produces 1.5 million vehicles for global sales, the majority of which (nearly 1 million) were produced in the company's Japanese plants, with the remainder coming from a variety of other plants worldwide.In 2015, Mazda was the fifteenth biggest automaker by production worldwide.

Responsibilities:

* As a Salesforce developer responsible for analyzing & understanding the requirements and implementing the solution with in the stipulated time frame.
* Developed various communities like Partner community and Customer community.
* Integrated with thirdparty systems using Salesforce APIs
* Configured application for multiple countries like setting role hierarchy, sharing rules, assignment rules, escalation rules, queues, approval process, and workflows.
* Participated in Customer discussions and providing necessary clarifications to customer.
* Performed bulk update using Batch Apex by making callout to the Web Service and by using schedule apex, the batch job is scheduled at specific time interval.
* Responsible for migrating metadata from one sandbox to another sandbox using eclipse and change sets.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application.
* Responsible for writing Apex Triggers and Apex Classes and designing Lightning Components.
* Developing test classes for customization implementations.
* Created reports and dashboards.
* Import/Export records to Sales-force via data loader
* Implemented case management involved in creation of web to case, email to case, and assign cases to the specific country queues.
* Sending Email to customers in Email Studio by Marketing Cloud.
* Loading Customers data by data Extensions in Marketing Cloud.

**Environment**  : Force.com, Apex, Visual force, Triggers, S-Objects& marketing cloud.

Project #2:

Client : Enel(Italy)

Application : Open Fibre& Distributor

Role : Developer & Administrator

Duration : April 2017 to till date

**Description:**

**Enel** is an Italian [multinational](https://en.wikipedia.org/wiki/Multinational_corporation" \o "Multinational corporation) manufacturer and distributor of electricity and gas. These applications will manage the feasibility requests and for a feasibility services orders of activations received by operators, through an interaction with the same operators via the web channel. The management of feasibility services will involve different structures Open Fiber, including the commercial area, the Network Service Creation and Provisioning.

**Responsibilities:**

* As a Salesforce developer responsible for analyzing & understanding the requirements and implementing the solution with in the stipulated time frame.
* Developed various communities andportals like Partner community and Customer community.
* Configured application for multiple countries like setting role hierarchy, sharing rules, assignment rules, escalation rules, queues, approval process, and workflows.
* Participated in Customer discussions and providing necessary clarifications to customer.
* Performed bulk update using Batch Apex by making callout to the Web Service and by using schedule apex, the batch job is scheduled at specific time interval.
* Responsible for migrating metadata from one sandbox to another sandbox using eclipse and change sets.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application.
* Responsible for writing Apex Triggers and Apex Classes and designing Visual force pages
* Developing test classes for customization implementations.
* Created reports and dashboards.
* Import/Export records to Sales-force via data loader
* Implemented case management involved in creation of web to case, email to case, and assign cases to the specific country queues.

**Environment**  : Force.com, Apex, Visual force, Triggers, S-Objects& marketing cloud.

Project #3:

Client : Novartis

Application : Vantage

Role : Developer&Administrator

Duration : June 2016to Dec 2016

**Description:**

Novartis is a Swiss multinational pharmaceutical company and is a world leader in the research and development of products to protect and improve health and well-being. The company has core businesses in pharmaceuticals, vaccines, consumer health, generics, eye care and animal health.

Users in Vantage are nothing but medical reps (representatives) who visit a customer to promote a Novartis product. Customers can be Doctors/Physicians/Prescribers or Hospitals. A medical rep will visit a doctor or hospital to promote their drugs in order to increase the sales of the drugs and generate revenue for the company

**Responsibilities:**

* Configured/customized the sales-force application as per the client’s requirement.
* Customized the objects like Account, Contact, Lead, Opportunity and Campaign.
* Created new Custom Objects and fields for Call reporting, Call Plan, etc.
* Written Validation rules ,workflow rules and approval processes.
* Created Sharing settings and also gave Field Accessibility.
* Created Reports and Dashboards as per the client’s requirements.
* Deployed components from Development environment to Sandbox and from Sandbox to Production using eclipse and change sets.
* Responsible for migrating data from one Sandbox environment to another Sandbox using Force.com IDE

Environment: Sales-forceCRM, validations and Workflows, Apex Data Loader, Approval Process ,Validation rules,Apex

Visual Force, Triggers& Eclipse IDE