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EXPERIENCE SUMMARY

- ✓ Having Over all 4.3 IT experience with in which totally in Salesforce.com CRM as a Developer and Administrator.
- ✓ Working in Agile process with monthly releases.
- ✓ Proficient as Salesforce Admin, developer & Tools.
- ✓ Having experience with **Lightning Web Components** and **Lightning Aura Components**.
- ✓ Extensive experience on implementing Apex Classes, Apex Triggers, Batch Apex and Scheduling Apex etc.
- ✓ Working experience in writing SOQL and SOSL queries.
- ✓ Expertise on HTML, CSS and SLDS with in LWC and VF Pages.
- ✓ Experience with Visualforce pages and custom and extension controllers.
- ✓ Working experience on Deployment using Change sets, Work bench.
- ✓ Experience in writing Test classes for code Coverage.
- ✓ Good expertise in Process, Flows, Workflows, Data loader, Reports& Dashboards.
- ✓ Experience working in agile methodology.
- ✓ Capable of working independently and as well as a part of a team.
- ✓ A Self-motivated, quick learner and team player with good verbal and written communication skills.

EXPERIENCE DETAILS

- ✓ Working for **Genpact**, Bangalore as a Salesforce Developer from Sep 2020 to till date.
- ✓ Worked for **Global Logic**, Bangalore as a Software Developer from July 2018 to July 2020.

EDUCATION DETAILS

- ✓ Graduation from **Vikrama Simhapuri University** in the year of 2014.

TECHNICAL SKILLS

CRM Tool	Salesforce CRM
SALESFORCE Technologies	Lightning Aura Components, LWC, APEX Visualforce Pages, SOQL, Configuration, Security Model, Debugging Issues, Deployments.
Other Technologies	HTML, CSS, SLDS
IDE /Reporting Tool	Visual Studio code , Data loader, Workbench

PROJECT: MTS Sales

Client : MTS, USA
Role : Salesforce Developer/Administrator
Team Size : 7

DESCRIPTION:

MTS Will Sell different kinds of Gas Equipment's and also provide services for the Customers .We have implemented Salesforce CRM from scratch to manage sales process .We have configured products and price books to manage products and also integrated with DocuSign for esign for the document .Integration with outlook and Gmail to send emails ,contacts synchronization, calendar synchronization. To manage Payments, we integrated 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:

- ✓ Implemented Lightning Aura, LWC components as per business requirements.
- ✓ Developed apex classes for aura components, LWC, triggers, batch classes etc.
- ✓ Customized Lightning Record pages.
- ✓ Configured the apex code by using custom metadata type records.
- ✓ Hands on experience in writing Apex triggers and Apex classes including batches, handlers for customizations.
- ✓ Working on test classes to improve the code coverage for apex classes.
- ✓ Deployments with Workbench and Change set tools.
- ✓ Debugging Client Issues Related to Configuration
- ✓ Implemented Workflows , Custom object creation and different data types fields creation
- ✓ Created relationship fields with lookup, master data types.
- ✓ Implemented validation rules, formulas, rollup summery fields.

- ✓ Defined Org Wide Default to restrict access from users.
- ✓ Customized Page layouts for Standard/ Custom objects and assigned Record types.
- ✓ Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, and Reports.
- ✓ Working in Agile model where requirements, design, testing, deployment needs to be done as early as possible.

PROJECT: Shell – Blaze Project

Client	:	Blaze
Role	:	Salesforce Developer
Team Size	:	5

DESCRIPTOIN:

Royal Dutch Shell plc, commonly known as Shell, is a British-Dutch multinational oil and gas company headquartered in The Hague, Netherlands, and incorporated in the United Kingdom as a public limited company.

Shell manages their sales and service activity in Salesforce. This project contains sales, service, analytics and customer/partner portal implementation. The system is an integrated solution for the process starts from lead/enquiry and handles customer success.

Salesforce system is working seamless with SAP as ERP system as well as front end systems as SMH (legacy) and SF Community application. The systems are connected using bitz-talk based middle ware and now getting replaced using Mule Soft.

The entire system is lightning based. Created Lightning community for customer service. The community used custom template. This is extensively using lightning component framework. This project enables customers to use email, web chat and phone channels to get the support from the global team of shell.

RESPONSIBILITIES:

- ✓ Implemented different UI screens for salesforce users.
- ✓ Extensively implemented Aura components.
- ✓ Developed many apex classes for triggers, batch classes etc.
- ✓ Configured the apex code by using custom metadata type records.
- ✓ Hands on experience in writing Apex triggers and Apex classes including batches, handlers and extension controllers for customizations.
- ✓ Working on test classes to improve the code coverage for apex classes.

- ✓ Deployments with Workbench and Change set tools.
- ✓ Debugging Client Issues Related to Configuration
- ✓ Implemented Workflows , process builders, Custom object creation and different data types fields creation
- ✓ Created relationship fields with lookup, master data types.
- ✓ Implemented validation rules, formulas, rollup summary fields.
- ✓ Defined Org Wide Default to restrict access from users.
- ✓ Customized Page layouts for Standard/ Custom objects and assigned Record types.
- ✓ Working in Agile model where requirements, design, testing, deployment needs to be done as early as possible.

PROJECT: Customer Success Platform

Client	:	OSIsoft
Role	:	Salesforce Admin and Developer
Team Size	:	6

DESCRIPTION:

OSIsoft, LLC is a manufacturer of application software for real-time data management, called the PI System.
Founded in 1980, OSIsoft is privately held and headquartered in San Leandro, California.

OSIsoft manage all of their sales, service activity in Salesforce. This project contains sales, service, and CPQ and customer/partner portal implementation. The system is an integrated solution for the process starts from lead/enquiry and flows in several complex process-like free trials, downloads and product evaluation. The system enables OSIsoft to handle all of their key people in one umbrella.

Salesforce system is working seamless with backend SAP as ERP system. The two systems are connected using Dell Boomi integration.

The entire system is lightning based. Created Lightning community for service and sales. The community used custom template. This is extensively using lightning component framework. There is integration to multiple systems like SAP, Akamai etc.

RESPONSIBILITIES:

- ✓ Implemented different Visualforce pages as per business requirements.
- ✓ Developed many apex classes for VF Pages, Custom controllers triggers etc.
- ✓ Configured the apex code by using custom settings both list and hierarchy settings.
- ✓ Hands on experience in writing Apex triggers and Apex classes including batches, handlers and extension controllers for customizations.
- ✓ Working on test classes to improve the code coverage for apex classes.

- ✓ Deployments using Change sets.
- ✓ Debugging Client Issues Related to Configuration
- ✓ Implemented Workflows , process builders, Custom object creation and different data types fields creation
- ✓ Created relationship fields with lookup, master data types.
- ✓ Implemented validation rules, formulas, rollup summery fields.
- ✓ Defined Org Wide Default to restrict access from users.
- ✓ Customized Page layouts for Standard/ Custom objects and assigned Record types.
- ✓ Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Reports and Dashboards

Declaration:

I hereby declare that all the details mentioned by me above are true to best of my knowledge.

Signature

Velamoori Vamsi Krishna