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| **Ravi Chandra**  **Email : rrravichandra3@gmail.com**  **Phone : +91-8319227094** |  |

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**Professional Summary:**

* 2 years of experience in Salesforce.com CRM that includes Administration, Configuration, Development, Integration, Lightning Web Components and Support Experience.
* Experience in building custom applications which includes Administration and Configuration with Salesforce.com platform.
* Good experience with SFDC Administration like creating Users, Roles, Profiles, Record Types, Page Layouts, Search layouts, Email Alerts, Approvals, Workflows, Validation rules, Reports, Dashboards and Tasks according to application requirements.
* Experienced in analyzing business requirements, creating SFDC custom objects, Junction objects and implementing.
* Expertise in creating Relationships between objects as required like Master-Detail and lookup relationships.
* Good experience in working with both Force.com IDE and Eclipse IDE with Force.com Plug-ins.
* Hands on experience in writing Apex Trigger, Apex Class, Apex Test Methods, Apex Web Services, Queueable Apex, Batch Apex by following salesforce governing limits.
* Experience in writing/implementing Apex Batchable and Schedulable classes.
* Expertise in working with Data loader , Import wizard and Workbench for data migration.
* Able to handle Client meetings and also maintain good Communication with team members.
* Comfortable working in a Team environment as well as an individual developer.
* Handled the project deployment single handedly.
* Expertise in deployment related activities.
* Experience in deploying Packages using Salesforce CLI, Changesets, ANT.
* Assisted and guided client in deployment to production related activities.

**Education Summary:**

* Postgraduate in Information Technology from **Indian Institute of Information Technology and Management, Gwalior** in 2019.
* Intermediate Education at Narayana Junior College in 2014.

**Technical Skills:**

* **Salesforce :** Salesforce CRM, Lightning Web Components, Apex Classes, Apex Triggers, Apex Web Services
* **Languages :** Apex, Java, C, C++, SOQL, SOSL
* **Web :** HTML, XML, CSS, JSON, JavaScript, REST API.
* **Integrating Tools :** Data Loader, Workbench, Import Wizard
* **Deployment Tools** **:** Salesforce CLI, ANT.

**Experience Details:**

* Currently working as a Associate Consultant for PWC from July 2019 to till date.
* Previously worked as a Web Intern for AOne Car Pooling for 4 months from Jan 2018 to May 2018.

**Project Details:**

**Project #2:**

**Project title :** UnitedHealthCare

**Client :** UnitedHealthGroup USA

**Role :** Salesforce Admin, Developer, Lightning Web Components, DevOps, Deployment

**Environment :** Sales force.com platform, Apex Language, Visual force Pages, Data Loader, HTML, JavaScript, CSS, Workflow & Approvals, Custom Objects, Custom Tabs, Email Alerts, Lightning Web Components, Integration.

UnitedHealth Group Incorporated is an American for-profit managed health care company based in Minnetonka, Minnesota. It offers health care products and insurance services. It is the largest healthcare company in the world by revenue, with 2019 revenue of $242.2 billion. UnitedHealthcare revenues comprise 80% of the Group's overall revenue.

**Roles & Responsibilities:**

* Designed, and deployed the **Custom objects, Custom tabs, Junction Objects, validation rules, Workflow Rules**, Page layouts, Formula Fields, Roll-Up Summary fields to suit to the needs of the application.
* Created **Lightning Web Components, Apex Classes, Triggers, Workflows**, Validation Rules and Communities.
* Developed **Apex Classes, Apex Triggers, Components and Controller classes** for various functional needs in the application.
* Created **Workflows, Validation rules and sharing rules**.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Worked with **SOQL, SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Written **Apex Test classes** to Unit test Apex classes before moving to Production.
* Integrated the **Rest based Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
* Developed **Apex classes, Apex Triggers, and controller classes** for various functional needs in the application.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Good hands on experience in using **custom settings, custom Metadata** at a appropriate places.
* Written Apex Test classes to Unit Test Apex classes before moving to Production.
* Worked with **SOQL queries** with Governor Limitations to store and download the data from Salesforce.com platform database.
* Deployed Apex using Force.com Change sets.
* Configuration and adding Products to Price books.
* Worked on **Screen and AutoLaunched flows.**
* Integrated screen flows with **Quick Actions, Aura Components, Lightning Web Components**.
* Integrated screen flows with **InvocableMethods** in Salesforce Apex.
* Worked on **Salesforce Files Configurations** on different objects.
* Worked on **Salesforce Platform Encryption** Setup, deepdive into pros and cons.
* Worked on **scheduled actions using Process Builder** to send mobile notifications to Salesforce Desktop and Mobile.
* Involved in **data Mapping and data Integration** from External systems like ERA.
* Worked on various standard objects like Leads, Accounts, Contact, Opportunities, Products, PriceBook, OpportunityLineItem that helps the company maintain and track their information therefore, implementing the sales cycle of the product.
* Worked on **Scheduled Apex** Batch jobs to process large chunks of records.
* Worked on creating **custom apex** classes to return data to LWC.
* Worked on **Regex expressions** to validate data in validation rules.
* Adopted **Salesforce DX** and **Salesforce CLI** in our day-to-day development and deployment process.

**Project #1:**

**Project title :** BAT Petra.

**Client :** British American Tobacco

**Role :** Salesforce Developer

**Environment : Apex Classes, Custom Objects, Tabs, Email Alerts, Workflow, Data loader, Reports and Dashboards, Apex Rest Web Services.**

British American Tobacco (BAT) is a cigarette and tobacco manufacturing company headquartered in London, England. It is the second-biggest cigarette maker in the world as of 2012. BAT has a market-leading position in over 50 countries and operations in around 180 countries. Its four largest-selling brands are its native brand Dunhill and US brands Lucky Strike, Kent and Pall Mall. Other brands that the company markets include Benson & Hedges and Rothmans. The company does not necessarily own the rights to all of these brands in every nation they are marketed.

**Roles & Responsibilities:**

* Designed, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, to suit to the needs of the application.
* Created Visual force pages, Apex Classes, Triggers, Workflows, Validation Rules and Communities.
* Developed Apex Classes, Apex Triggers, Components, Visual force Pages and Controller classes for various functional needs in the application.
* Created Workflows, Approval processes, Validation rules and sharing rules.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Written Apex Test classes to Unit test Apex classes before moving to Production.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API(REST).
* Integrated the Rest based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Provided support for ongoing Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, workflows and approvals.
* Involved in writing apex triggers and code enhancements.
* Worked on creating APEX REST Web services to expose data to mobile.
* Actively fixed deployment failures when validating and deploying packages.
* Fixed many issues and interact with different teams to resolve the conflict issues in deployment.

**Highlights:**

**Salesforce CLI:**

* **Expertise with the Salesforce DX command line interface tool in creating scratch orgs, synchronize source to and from scratch orgs.**
* **Worked on creating unlocked packages from source repository, installing packages to target orgs, creating new versions of unlocked packages and establishing dependencies between packages.**
* **Worked on various deployment activities to target orgs through Salesforce CLI.**

**Lightning Web Components:**

* **Created Lightning Components as a Tab for Salesforce 1 Navigation and Custom Application in Lightning Experience.**
* **Retrieved data from MuleSoft APIs via Http Requests and displayed those data on LWC using custom CSS.**
* **Leveraged APEX Controller to make calls for external requests to retrieve data from various APIs and displayed them on the component.**
* **Worked on integrating quick Action with LWC and Aura Components.**
* **Leveraged some Aura Component event handling features in LWC making Aura as parent component.**
* **Worked on making LWCs interactive and responsive via user inputs.**

**Integration:**

* **Worked on making Apex REST callouts to MuleSoft and external systems, processing the data and displaying the data on LWC using custom CSS.**
* **Worked on creating GET and POST resources to expose data to third party applications running on Android.**

**Other Notable Projects:**

**LOCO TRIVIA HACK:**

* Python script to automatically google the copied text to the clipboard.
* The copied text is obtained using OCR software.

**ONLINE EXAMINATIONS DATABASE:**

* Developed a database for online examinations. Students can register for the exam they wish to appear.
* Retrieving the exam results through queries.

**Declaration:**

I hereby declare that all the information provided above is accurate to as far as my knowledge.

**(Ravi Chandra)**