**Professional Summary:**

* 8.3 years of experience in Salesforce as a Salesforce Developer .
* Certified Salesforce Administrator 201
* Certified Force.com Developer 401
* Certified Salesforce Platform Developer1 (PDI).
* Certified Salesforce Platform Developer2 (PDII).
* Certified Einstein Analytics and Discovery Consultant.
* Worked on Aura Components.
* Good Knowledge on Lighting Web Components.
* Knowledge on Einstein Analytics.
* Experience in lightning migration.
* Expertise in designing tabular, summary, matrix Reports and Dashboards.
* Hands on experience on Apex Classes, Apex Trigger and Test Classes.
* Worked on Service Cloud and implemented Entitlement Management.
* Experience in developing Sites and Communities.
* Very good experience in Case Management and Service Cloud
* Implemented and used OWD settings, sharing rules
* Deployed many components in Salesforce.
* Worked on Workflow, Flows and Approval Process.
* Experience in writing validation rules and created different types of formulas.
* Created Reports Types for Reports and Record Types.
* Expertise in designing Visual force pages and related Controllers.
* Very good knowledge in Software development life cycle.
* Worked on Sales cloud and knowledge on Marketing cloud
* Deployed different types of components based on the requirements.
* Created Roles, Profiles and users.
* Inserted, updated and deleted data through Dataloader.
* Effectively solved production issues during my production support tenure.
* Multiple appreciations from Clients and Managers.

**Experience Summary:**

* Working as a Technical Lead in Techmahindra pvt ltd from Mar 2018 to till date.
* Worked as a Salesforce Developer in Cognizant Technology Solutions, Hyderabad from Apr 2016 to till now.
* Worked as an MCS engineer in Salesforce.com, Hyderabad from Sep2015 to Feb2016
* Worked as a Salesforce Developer in Vertex Computer Systems, Hyderabad from Apr2012 to Sep2015.

**Technical Skills:**

* **Certifications** : Adm-201 certified Administrator

 Certified Salesforce Platform Developer1 (PDI).

* **Salesforce** : Apex Data loader, Force.com IDE, VS Code

Validation rules, Workflows and Approval process

Apex Classes, Apex Triggers and Test Classes

Visual force pages designing, Lightning Web Components

Aura Components

Reports and Dashboards

Entitlement Management

* **CRM Concepts**: Salesforce CRM, Siebel CRM
* **Languages**: C, C++, Java (J2SE and J2EE)
* **Databases**: Oracle,SQL,PL/SQL

**Educational Summary:**

* Pursued MBA from Osmania University in Apr 2012.
* Studied MCA from Osmania University in Apr 2008.
* Completed BSc from Acharya Nagarjuna University from Mar 2005.

**PROJECT SUMMARY:**

**Project 1#**

**Project Name :GE Lighting and Current**

**Client : GE (General Electric)**

**Technology : Saleforce.com, Aura Components, Apex, Visualforce**

**Duration : May 2018 to till now**

**Role : Technical Lead**

#

# Description:

**General Electric Company** (**GE**) is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [Company](https://en.wikipedia.org/wiki/Conglomerate_%28company%29) incorporated in New York City and headquartered in Boston. The company operates through the following segments: [aviation](https://en.wikipedia.org/wiki/GE_Aviation), [healthcare](https://en.wikipedia.org/wiki/GE_Healthcare), [power](https://en.wikipedia.org/wiki/GE_Power), [renewable energy](https://en.wikipedia.org/wiki/GE_Renewable_Energy), [digital industry](https://en.wikipedia.org/wiki/GE_Digital), [additive manufacturing](https://en.wikipedia.org/wiki/Additive_manufacturing), [venture capital and finance](https://en.wikipedia.org/wiki/GE_Capital) and [lighting](https://en.wikipedia.org/wiki/GE_Lighting). GE Lighting is the professional division of General Electric specializing in lighting solutions all around the world.

**Roles and Responsibilities:**

* Written Apex Classes, Apex Triggers and Visual force pages.
* Planned and worked on Lightning Migration.
* Worked on Current and Lightning curve out.
* Experience in writing Server Side Controllers.
* Involved in Triage and retrospective calls
* Experience in leading the team.

**Project 2#**

**Project Name :MGP**

**Client : U.S Bancorp**

**Technology : Saleforce.com, Force.com IDE, Apex, Visualforce**

**Duration : Jan 2016 to Mar 2018**

**Role : Salesforce Developer**

#

# Description:

**U.S. Bancorp** is a bank holding company based in Minneapolis, Minnesota. It is the parent company of U.S. Bank, National Association, known as **U.S. Bank**, which is ranked 5th on the list of largest banks in the United States. The company provides banking, investment, mortgage, trust, and payment services products to individuals, businesses, governmental entities, and other financial institutions.

**Roles and Responsibilities:**

* Written Apex Classes, Apex Triggers and Visual force pages.
* Worked on Lightning Components.
* Worked on Components, JS controllers and helpers.
* Experience in writing Server Side Controllers.
* Built different dynamic components.
* Worked in continuous integration environment.

**Project 3#**

**Project Name :ABInBev - Project Madagascar**

**Client : ABInBev**

**Technology : Saleforce.com, Force.com IDE, Apex language**

**Duration : Aug 2016 to Dec 2016**

**Role : Salesforce Developer**

#

# Description:

Project Madagascar in general is focusing on the quality and sustainability of the Customer Master Data (CMD). 5 main pillars are Master Data Quality Tool (MDQT), standardization, Customer Master Data maintenance process, improvement of the Vendor Master Data, improvement of the Pricing Master Data.

**Roles and Responsibilities:**

* Involved in Account Management and handled account duplications.
* Designed custom approval page for customer.
* Written Apex Classes, Apex Triggers and Visual force pages.
* Created different types of Reports and Dashboards.
* Worked on Workflow Rules and validation rules.
* Used Source Tree for GIT in deployments.

 **Project 4#**

**Project Name :Whg App Development**

**Client : Wyndham Hotel Group**

**Technology : Saleforce.com, Force.com IDE, Apex language**

**Duration : May 2016 to Aug 2016**

**Role : Salesforce Developer**

#

# Description:

Wyndham Hotel Group offers brands in lodging franchising, vacation ownership, vacation rentals and vacation exchange. It is composed of nearly 7,400 hotels under 15 brands spanning 66 countries in six continents, competing in brand markets ranging from economy to upscale.

**Roles and Responsibilities:**

* Involved in Case Management and communities.
* Designed different PDF reports from the visual force page
* Written Apex Classes and Test Classes.
* Worked on complex Apex Triggers and Visual force pages.
* Communicated directly with the client.
* Received Client and Manger Appreciations.

**Project 5#**

# Organization : Salesforce.com India Pvt. Ltd, Hyderabad.

# Role : Mission Critical Support Technical Engineer

# Duration : Sep 2015 to Feb 2016

#

# Description:

MCS will ensure and maintain business continuity for enterprises running mission-critical processes by proactively preventing issues and maximizing uptime.

**Roles and Responsibilities:**

* Managing highly visible, global and strategic, specific enterprise accounts and ensure highest levels of customer satisfaction with Mission Critical Support
* Served as a Subject Matter Expert (SME).
* Working on cases and provided different solutions to different customers.
* Written sample codes to do R&D on different topics of salesforce.
* Providing proactive support, deep Splunk analysis, creating and monitoring STEW (Salesforce Transaction Early Warning) alerts and queries.
* Expertise in troubleshooting issues on Apex Classes and Visualforce pages.
* Liaise and work closely with the Salesforce R&D team on escalated technical issues and product roadmap changes/new features.
* Created knowledge base materials and shared best practices with team members to enhance the quality and efficiency of customer support.
* Involved in debugging of the issues, finding the root cause of the issue and also suggested the customer with a viable workaround.

**Project 6#**

**Project Name :Vertex Service CRM**

**Client : Vertex**

**Technology : Saleforce.com, Force.com IDE, Apex language**

**Duration : Nov 2014 to Sep2015**

**Role : Salesforce Developer**

#

# Description:

Vertex Service CRM is a Service cloud application which deals with project support Process in Vertex. Four modules of this app are Case Management, Project Management, Entitlement Management and Billing. This Application simplifies the support ticket handling process. This application can redirect the case to resolver without intermediate person, if all the related information exists. For every stage in case, project manager and related people will get remainders/Notifications using Milestones. Project billing information is also stored in Vertex Service CRM.

**Roles and Responsibilities:**

* Worked on Entitlement Management Module in Vertex Service CRM.
* Involved in Case Management, Project Management and communities also.
* Worked on Entitlements and Milestones.
* Designed different Milestones with different criteria’s.
* Written Apex Classes, Apex Triggers and Visual force pages.
* Experience in Workflow Rules and Approval Process.
* Data uploaded through Data Loader.
* Handled Support issues.
* Solved many cases sent by clients.

**Project 7#**

**Project Name :Digital Catalog (DC)**

**Client : Procter &Gamble**

**Technology : Saleforce.com, Force.com IDE, Apex language**

**Duration : Oct 2012 to Nov 2014**

**Role : Salesforce Developer**

#

# Description:

 The Procter & Gamble Company, also known as P&G, is an American multinational consumer goods company headquartered in downtown Cincinnati, U.S. Its products include pet foods, cleaning agents, and personal care products. Digital Catalog is to consolidate the information of more than 2500 B2C digital asserts across 100 brands all over the world. DC application has around 400 users. Digital catalog deals with the sites of P&G.

**Roles and Responsibilities:**

* Created Workflow rules and Approval process
* Designed tabler, summary, matrix Reports and Dashboards.
* Written Apex Classes, Apex Triggers and Visual force pages.
* Involved in some of integration activities.
* Data uploaded through Data Loader.
* Handled Support issues.
* Solved many cases sent by clients.

 (Rashmitha Ramaraju)