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###### Career Objective :

To utilize my skills and abilities to the fullest extent and grab every opportunity that offers me to explore myself to achieve greater heights in my career.

###### Professional Expertise :

* Having 8+ of experience in IT and 6+ yrs. of experience in sales force implementation.
* SFDC experience and performed role like developer and technical and functional Lead in various projects. Extensively worked on configurations and customization in salesforce implementing Salesforce Lightning,
* Experienced in Development Apex Classes and Triggers, Webservices, Visualforce Pages, Flows, Process Builders etc. Also have knowledge on using Force.com IDE, SOSL, SOQL, Git hub, ANT, Data loader, Azure DevOps. Exposure for Requirement gathering & Requirement Analysis.
* Proficiency in administrative tasks like Creating Roles, Profiles, Users, Page Layouts, Workflow Alerts, Actions, Reports.
* Projects Implemented on Service and Sales Cloud and Communities, Apttus CLM
* Hands on experience in Apttus CLM.
* Worked on Reports, Dashboards, Customized reports and analyzing data.
* Involved in deployment activities, Identifying pre-deployment and post deployment activities.
* Analyzing and checking the feasibility of the new Business requirements to provide solutions for BR’s considering impacts on application.
* Experience as SME to review the code before going into production.
* Worked on deployment Activities.
* Have performed page layout customization, page layout assignment based on profiles and created custom links based on user requirement.
* Deployments can be done by using change sets, Service now tool, workbench, ant tool, AZURE DevOps.
* Worked on Eclipse IDE and Force.com Plug-in environment.
* Worked on Data Loader tool.
* Worked on Integrations.

###### Education :

1.Highest Qualification: Btech ECE(2011) From JNTUH

###### Experience :

1.IBM India Pvt Ltd Bengaluru from Oct 2017 – till date.

2.Accenture service Pvt Ltd Bangalore from May 2016 to March 2017.

3.Gray Logic Technologies Pvt Ltd Hyderabad from October 2013 to April 2016.

###### Technical Skills :

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| --- | --- |
| Salesforce.com | Lightening, Apex, Visual Force, SOQL, SOSL, Apex Triggers, Web Services, Workflows, Process Builder, Flows,Approvals, Dashboards, Email Templates, Formulas, Validation Rules, Custom Objects, Eclipse, AppExchange, Salesforce.com, Force.com IDE, Roles and Profiles,SOAP API, REST API, Http Callouts. |
| Tools | ServiceNow, Workbench, BMC Remedy Tool, Azure, Jeera Tool, Ant, ALM Tool, GitHub |
| Web Technologies | JavaScript, XML, HTML, JSON |
| Operating Systems | Windows family, MS-DOS |

###### Project Experience :

**Client Name:** ABB. Com

**Project**: ABB, Bengaluru, India, Application, Maintenance and Support Project,

**Roles & Responsibilities**:

ABB, Bengaluru, India, Application, Maintenance and Support Project,

* Technically leading team and working directly with clients and facilitate business process analysis sessions, develop and deliver key components of technology solution.
* Analyzing and checking the feasibility of the new Business requirements to provide solutions for BR’s considering impacts on application.
* Developed application using Apex Controller, Visual Force pages, Apex Trigger, Lightning, batch classes etc..
* Experience as SME to review the code before going into production.
* Tracking and discussing with client on all the defects and BR’s in ALM/Azure for its SLA’s and prioritize them for production releases based on business requests.
* Lead the team for Reorg Projects and Major Release projects.
* Propose, review, and approve the solutions provided by team members.
* Creating features/packages using SourceTree and used GIT for

merging codes, as part of deployment to higher orgs and production

* Worked as CLM Consultant/Lead in delivering guided flows for developing the requirements.
* Provided estimates for projects and helping the team functionally and technically.
* Provide hands on, expert level technical assistance to developers and as necessary, develop custom programs and interfaces
* Help customers to solve complex problems

**Environment:** Service Console, Sales Console, FSL, Communities.

Project2:

**Client Name:** Marriott International

**Project**: Guest Request Application

**Description:**

The main objective of thisproject is guest can create a cases from through mobile app and the case created in sales force.

Guest Request Project focuses on service request and messaging for properties globally. This mobile service will be available to Select Service hotels only. These guests will have the ability to contact the property with a service request via pick list or via messaging, from the guest’s mobile device.

**Roles & Responsibilities**:

* Designed Changed for Contact creation while creating a cases from Mobile.
* Involved in creating the objects, tabs, fields, and formulas.
* Created Custom Objects like Dispatch Users, Property Users, Dispatch rules,

Add team members, PropertyMesages, ReservationStayDetails,CaseDuration,CaseType…

* Involved and write the triggers in apex class.
* Enhancement has done for existing custom reports.
* These reports are main for business perspective.
* Reduced View State limit for those reports.
* Developed application using Apex Controller, Visual Force pages.
* Validation rule written for Account object and case object.
* Workflow action written on case object.
* Knows the Functionality how the sales force is integrated to third party system and how

the cases are created in sales force.

* Worked on various standard objects like Accounts, Contacts, Cases,

Reports and Dashboards.

**Environment:** Service Console.

**PROJECT3:**

**Client Name:** Argos

**Description:**

They have chosen salesforce.com to run their business effectively. We implemented sales force to automate their business process. Earlier they were used to excel files to analyze the data. We implemented reports and dashboards in sales force to analyze the data.

**Roles & Responsibilities:**

* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, email alerts, filed updates to implement business logic.
* Created profiles and implemented Object level, field-level and record-level security.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Created email templates, Visual force templates as per requirement.

**Environment**: Salesforce, Windows XP.

**Project4:**

**Client Name:** Magic Mart

**Role:** Software Developer

**Description:** Purpose of this Project is Consumers to Rise/Query on Case Object regarding Products issues. Used one app from AppExchange called Dupe Blocker, postcode anywhere and also, I used knowledge articles. I used these articles as link in custom Visual force page on case screen.

**Roles &Responsibilities:**

* Active team Member in calls with the clients, gathering requirements, providing estimation for the requirements.
* Involved in identifying gaps for requirements & given proposed solution.
* Involved in Administration, validations & automated process.
* Involved in integration between client CRM application & salesforce.
* Created email services, Install Packages from App Exchange.
* Performed data loading activities.
* Generated Complex Reports and Dashboards.

**Environment**: SALESFORCE, Windows xp

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