

# Akula Dhanaraj

## Salesforce Developer

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### PROFILE SUMMARY

- Skilled Salesforce professional with **5 years** of experience in **implementation, configuration, and customization**.
- **3 Years** of experience in Field Service Lightning configuration and customization and having Hands on experience in **Work order Management, Timesheet Management and FSL Mobile App and branding**
- Proficient in Salesforce administration tasks including **user management, security, and data management**.
- Strong understanding of Salesforce development including **Apex, Visual force, and Lightning Components**.
- Skilled in creating custom **Objects, Lightning Flows, Validation rules, and Process builder** automation.
- Provided end to end solution of **Salesforce Field Service** project including Analysis, requirement gathering, design, development, enhancements, testing and deployment of application.
- Worked in integrating Salesforce with external systems using **APIs and web services**.
- Excellent problem-solving skills and ability to analyse **complex business requirements** and translate them into Salesforce solutions.
- Proven ability to collaborate with cross-functional teams and **deliver projects** within deadlines
- Experienced in analyzing **business requirements, Entity Relationship** diagram and implementing them

### TECHNICAL SKILLS

**Salesforce Technologies:** Salesforce CRM, Visualforce Pages, Apex Triggers, SOQL & SOSL, Lightning Flows & Approvals, REST API, Lightning Aura, LWC.

**Salesforce Tools:** Apex Data Loader, Force.com Platform (Sandbox and Production).

**Web Technologies:** HTML, Java Script, CSS

**Other Tool Utilities:** Azure, Bitbucket, JIRA

### CERTIFICATIONS

- Salesforce Certified **Administrator**
- Salesforce Certified **Platform App Builder**
- Salesforce Certified **Platform Developer-I**
- Salesforce Certified **Service Cloud Consultant**
- Salesforce Certified **Field Service Consultant**

### EDUCATION

**M.tech in Machine Design**

Jawaharlal Technological University, Kakinada

Sep '13 – Dec '15

Andhra Pradesh, IN

- Secured **74%**

### WORK EXPERIENCE

- Currently working with **IBM India Pvt Ltd** from December 2021 To May 2023
- Worked with **Tecversa IT Solutions** from June 2018 to November 2021

## PROFESSIONAL EXPERIENCE

### Senior Salesforce Developer

Jan '23 – May '23

National Grid – NCIS

UK

*National Grid is an energy company operating in the UK and US. NG deliver electricity and gas safely, reliably and efficiently to the customers and communities.*

#### SF Administration & Integration

- Led all Salesforce aspects like **data migration**/quality, systems integration, 3rd party applications & **AppExchange** products
- Directed Salesforce administration to take ownership of **technical delivery** & **escalate roadblocks** to relevant stakeholders
- Developed and maintained integrations between Salesforce and other applications via **REST-based web services**

#### Documentation & Testing

- Directed **change management** to document & test code releases from **Sandboxes** to **Production environments**
- Developed **unit tests** & ensured accurate testing of business logic & functionality by providing **code coverages**
- Documented **designs, solutions, tips and tricks** in addition to solving complex business issues

#### Performance Enhancement & Application Development

- Formulated **best practices** including **integration**, application **development**, **deployment**, **testing**, **iterative refinement**, etc.
- Designed, implemented and tested **customized Apex** and **Lightning Web component** applications
- Applied **design patterns** to control code execution, **avoid runtime**/governance limits and remain bulk-safe

#### SF Configuration & Custom Coding

- Rendered assistance in **formulating specifications** like user stories and designs
- Deployed standard coding practices for documenting, maintaining and **organizing custom codes**
- Configured SF features as per the user requirements to effectively serve **1500+ users**

### Salesforce Developer

Jan '22 – Dec '22

National Grid – DWM

UK

*National Grid is an energy company operating in the UK and US. NG deliver electricity and gas safely, reliably and efficiently to the customers and communities.*

#### SF Solutions & Support

- Directed **customization, development, enhancement** & support for Salesforce **CRM Applications**
- Designed, developed, documented & deployed **high-quality business solutions** on the Force.com platform in the SF space
- Collaborated with stakeholders to gather **business requirements** and provide recommendations for **system enhancements**.

#### SF Customization & Configuration

- Deployed expertise in configuration options & effectively **addressed technical risks** and **challenges**
- Deployed **Dynamic Apex** to access Objects and Field and executed dynamic **SOQL, SOSL & DML** queries
- Employed methods from **Visualforce** pages to **Controller Extensions** and developed **Salesforce Triggers**

### Salesforce Developer

Dec '20 – Sep '21

TCS – MUNI

US

*Muni e-Waste Manangement is a largest recycling Service company in US and it is served more than 14 millions of customers through country.*

#### Application Development & Release Management

- Led the **development team** to provide technical **leadership** & liaise with **clients**, leadership, **project lead**, etc.
- **Custom development** of Force.com using Salesforce objects & entities including Page layouts, standard and custom objects, approval processes/workflows, **Apex** and **Visualforce** code
- Directed **Custom Business Process Developments** via Salesforce administration & configuration including Apex & Aura components
- Executed deliverables from multiple development work threads by following **release management** disciplines & procedures

#### Documentation & Agile/Best Practices

- Maintained documentation of configurations and releases in **knowledge repositories**
- Ensured adherence to best practices & played a key role by participating in **daily SCRUM sessions** as an Agile team member