**M.Mallesh**

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**Professional Summary**

* 5+ years of experience in Salesforce.com CRM as both Administrator and Developer. And 2+ years of experience in Salesforce Lightning and Lightning Web Component.
* Experienced using Salesforce Lightning. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits. And Involved in project estimations.
* Created productive documents which will be used by rest of the team to have better understanding of the related system, Salesforce.com CRM.
* Experience in data migration from Legacy Systems using Apex Data Loader / Import wizard.
* As a part of Administrative Tasks Created, custom objects, custom Fields, Validation Rules, and formula fields.
* Experienced in Creating Tabular, Summary, Matrix, Joined reports.
* Created Visual force pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Efficient in writing SOQL & SOSL Queries.
* Deployed using Force.com IDE tool, Change sets and Eclipse for sandbox to production environments.
* Created technical design document and functional design documents as per business requirement.
* Designed VF pages with HTML along with custom controllers and controller extensions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages
* Implemented various advanced fields like Pick list Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom pick list fields.
* Having good communication and interpersonal skills, Highly intuitive, hardworking, quick learner, motivated and easily adaptable to challenging environments.

**Professional Experience**

* Working as **Software Engineer** at **Yash Technologies.**
* Worked as **Salesforce Developer Support** at **Salesforce.com.**
* Worked as **Software Engineer** At **Infosys**.

**Technical Expertise**

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| --- | --- |
| **Salesforce.com Technologies** | Salesforce.com Development – Apex, Triggers, Visual force page, Force.com Migration Tool (ANT), SOQL, SOSL, Apex data loader, Force.com IDE, Workbench, Schedulers, Batch Apex  Salesforce.com Administration – Workflows, Approvals, Email Templates, Formulas, Validation Rules, Roles, Profiles and Permission sets. |
| **User Interface Technologies** | jQuery, JavaScript and HTML5 & CSS3, Lightning Component Framework, Lightning Web Component. |
| **Packaging and Deployment Tools** | Change sets, ANT Tool, Force.com, Eclipse IDE, SOAP UI. |

**Education**

**2011-2014**: B-tech (Information Technology), JNTUH.

**Project: 5**

**Project: 5**

# Client : Insulet Corporation

## Role : Salesforce Developer

## Duration : Nov 2018 to Till Date

**Description:** Insulet Corporation (NASDAQ: PODD), headquartered in Massachusetts, is an innovative medical device company dedicated to making the lives of people with diabetes and other conditions easier through the use of its Omnipod® product platform. The Omnipod®Insulin Management System provides a unique alternative to traditional insulin delivery methods. With its simple, wearable design, the disposable Pod provides up to three days of non-stop insulin delivery, without the need to see or handle a needle. Insulet also leverages the unique design of its Pod, by tailoring its Omnipod®technology platform for the delivery of non-insulin subcutaneous drugs across other therapeutic areas. Founded in 2000, Insulet has more than 150,000 users across the globe who rely on Insulet’s Omnipod® Insulin Management System to bring simplicity and freedom to their lives.

**Roles and Responsibilities:**

* Worked with the lightning components and Communities. And Worked on test classes
* Configuration, development and customization of complex environments.
* Worked with various sales teams to develop project implementation and developed plans including user interfaces.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Classes and Apex Triggers.
* Thorough understanding of Salesforce.com Governor Limits with an ability to optimize code to respond within the limits.
* Worked on Scheduling Apex jobs for processing large records and handling exceptions in Apex.
* Developed Complex Apex Batch Jobs for updating the accounts daily basis and monthly basis.
* Maintained user roles and profiles, security settings, access settings etc. (User Profiles, Role Hierarchy, Sharing Rules and Security).
* Used the Change Sets to deploy code between the Sandbox and Production environments for final implementations and prepared Deployment documents.
* Worked with Chatter which helps the users to communicate with the organization easily and quickly.
* Created reports and dashboards to follow up the leads and opportunities generated.

**Projects:4**

**Clients : Salesforce.com (Customers) Users. Role : Salesforce Developer Support. Duration : DEC 2017 to APRL 2018**

**Description:** Salesforce.com is the global leader in customer relationship management (CRM) software.

We pioneered the shift to cloud computing, and today we're delivering the next generation of social,

Mobile and cloud technologies that help companies revolutionize the way they sell, service, market and

Innovate-and become customer companies. We are the fastest growing of the top 10 enterprise software companies, the World's Most Innovative Company according to Forbes and one of Fortune's 100 Best Companies to Work For.

Our "more human, less corporate" culture is built around doing work that matters, winning as a team and

Celebrating success.

**Roles and Responsibilities:**

* Resolve customer service issues and skillfully manage complex customer service problems.
* Solve technical problems, and suggest appropriate workarounds related to supported applications.
* Manage customer's expectations and experience in a way that results in high customer satisfaction.
* Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
* Assist developers to troubleshoot their Apex, Visualforce and will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.
* Write sample code, client libraries.
* Research, document, escalate cases according to procedure. Actively participate in job related training.
* Review support cases for technical and troubleshooting accuracy. Define and describe technical best practices.
* Meet the monthly goals on KPIs such as CSAT, Productivity.

**Project : 3**

# Client : Humana Inc

## Role : Salesforce Developer

## Duration : AUG 2016 to DEC 2017

**Description:** Humana Inc. is a Kentucky-based for-profit health insurance company. Humana Inc. offers health coverage across US. They provide variety of insurance products including small business, large employer groups & individuals. They manage insurer profiles & their history of payments with around 500 salesforce licenses.

**Roles and Responsibilities:**

* Participated in Job Application Design sessions involving Business Users and Sponsor groups to analyze and understand the business requirements.
* Configuration, development and customization of complex environments.
* Worked with various sales teams to develop project implementation and developed plans including user interfaces.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Classes and Apex Triggers.
* Thorough understanding of Salesforce.com Governor Limits with an ability to optimize code to respond within the limits.
* Worked on Scheduling Apex jobs for processing large records and handling exceptions in Apex.
* Developed Complex Apex Batch Jobs for updating the accounts daily basis and monthly basis.
* Maintained user roles and profiles, security settings, access settings etc. (User Profiles, Role Hierarchy, Sharing Rules and Security).
* Used the Change Sets to deploy code between the Sandbox and Production environments for final implementations and prepared Deployment documents.
* Worked with Chatter which helps the users to communicate with the organization easily and quickly.
* Created reports and dashboards to follow up the leads and opportunities generated.

**Project : 2**

# Client : Halliburton.

## Role : Salesforce Developer

## Duration : SEP 2015 to AUG 2016

**Description:** Halliburton Company is an American multinational corporation, and one of the world's largest oil field services companies with operations in more than 80 countries. It owns hundreds of subsidiaries, affiliates, branches, brands, and divisions worldwide, it has major business segment is the Energy Services Group (ESG). ESG provides technical products and services for petroleum and natural gas exploration and production. Halliburton's former subsidiary, KBR, is a major construction company of refineries, oil fields, pipelines, and chemical plants.

**Roles and Responsibilities:**

* Worked on Salesforce.com customizations using Apex (classes, triggers) and Visual Force.
* Used SOQL and SOSL statements within the custom controllers, extensions and triggers properly to avoid Governor Limits.
* Installed Salesforce App Exchange (Knowledge Module) Application, configured and maintained user security permissions in compliance with organizational needs.
* Designed, and Implemented the Custom Business objects, Entity-Relationship data model, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships.
* Designed and developed workflow rules and Approval process for the application by implementing custom formulas for various tasks and Email alerts as per the requirement.
* Developed several Custom Reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Customized Dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Designed various types Email templates for auto response to customers.
* Used the sandbox for unit testing and assisted Business Users in CRM Deployment validation testing.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Worked with CRM Application Development Team to complete development, test support and deployment activities.

**Project :1**

**Client : Qwest Communications Inc. Role** : **Salesforcce Developer**

**Duration : DEC 2014 to SEP 2015**

**Description:** Customers coast-to-coast turn to Qwest's industry-leading national fiber-optic network and world- class customer service to meet their communications and entertainment needs. For residential customers, Qwest offers a new generation of fiber-optic Internet service, high-speed Internet solutions, as well as digital home phone, wireless service available through Verizon Wireless, and DIRECTV® service. Fortune 500 companies choose Qwest Business to deliver a full suite of network, data and voice services for small businesses, large businesses, government agencies and wholesale customers. Additionally, Qwest participates in Network, the largest communications services contract in the world, and is recognized as a leader in the network services market by leading technology analyst firms.

**Roles and Responsibilities:**

* Developed and deployed Salesforce.com Unlimited edition in Sales Cloud Platform.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and worked on documentation.
* Developed Visualforce Pages, Apex classes, Apex components and Apex triggers for various functional needs in the application.
* Worked with various salesforce.com standard objects such as Accounts, Contacts, Case, Products, and Opportunities.
* Created new custom objects and relationships between objects to better suit the organization's business needs.
* Used SOQL &SOSL for data fetching and manipulation needs of the application using platform database objects.
* Used Picklists, Dependent Picklists, and Record Types to enforce data quality.
* Expertise in Reporting and Customizing the Dashboard and Schedule Refreshing Dashboard.
* Worked in Agile environment, as of solving the issues within deadlines.
* Created email templates and inbound emails using visual force for clients and customers.
* Wrote SOQL queries and test cases and obtained more than 92% code coverage.
* Deployed the code from sandbox to production and was part of release activities and UAT.