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**Ashrita Kunchala**

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**Professional Summary:**

* Over 4 years of experience in Salesforce CRM Developer which involves Administrator, Development, Integration, and lightning component development.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed Lightning web components in visual studio to give better UI to the users.
* Experience in Implementation & Integration experience on Salesforce.com using Apex Classes, Controllers & Triggers, Batch Apex, Web Services, Visualforce Pages.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Made web service callouts to get data from external systems using REST API.
* Hands on Experience in creating Custom Objects, Custom fields, Page layouts, Custom Tabs, Reports and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Proficient in Microsoft technologies such as Outlook, Word, Excel and PowerPoint.
* Experience in configuring users, profiles, roles and permissions towards business requirements
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization
* Extensive exposure with Solution Design teams, Business Analysts, Performance & Architecture, Business Users Group and QA teams and aided the Project Management Teams implementing new business processes with excellent interpersonal & communication skills.
* Involved with middleware team for Third party integration using REST API.
* Proficient in Deployments using Visual Studio code and Version Control repositories such as GITHUB and Bitbucket as well as involved in Releases every month for Production environment.
* Experience in Agile Environment and strong knowledge of bug tracking tool like Jira and Rally.

**Education Qualifications:**

* Master’s in Computer Science, G.P.A = 3.66/4.0 May 2015 – Dec 2016

Governors State University

* Bachelor of Technology in Mechanical Engineering, G.P.A = 4.0/4.0 Sept 2010 – Apr 2014

JNTU University, INDIA

**Certifications:**

* Certified Salesforce Platform App builder
* Certified Salesforce Administrator.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce.com, Lightning Framework, Lightning Components, Apex, Visual Force, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Data Import Wizard, Workbench, Validation Rules, AppExchange, Eclipse, Sales cloud & Service cloud, Salesforce.com, Force.com IDE, Roles &Profiles, Single sign on. |
| **Programming Languages** | JavaScript with HTML, C, C++, SQL. |
| **Databases** | MS Access, SQL Server |
| **Methodologies** | Agile, Scrum, Waterfall |
| **Other Tools** | MS Office, MS Project, MS Visio. |

**Professional Experience:**

**Client: Union Bank – Tempe, AZ Aug 2018 – Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Implemented Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Multiple projects with regional CRM banking, Service cloud and financial sectors.
* Created multiple lightning web components based on the business requirement.
* Implemented Chat Bot functionality within Service cloud Einstein Bot.
* Created Live Agent chat feature as part of improving servicing for customers calling and experiencing longer call wait times.
* Implemented communities and built external pages.
* Knowledge on Salesforce Lightning Process Builder, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Written Apex Classes, Controllers, Wrapper Classes and Apex Triggers in the application for various Business/functional requirements.
* Experience in Web services and made callouts using REST API.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Extensively worked on Visual flows which guide users through screens that collect and display information, create and update Salesforce records, and executed logic based on user input.
* Worked on Visual force pages and controllers to generate a PDF based on records created.
* Experience in implementing Salesforce security and managing roles, profiles and permission set.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Managed Salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
* Created multiple Queues, Email to cases, Auto response rules, Case Assignment rules and public groups.
* Involved with ETL Team and testing the requirements in the Integrated environments.
* Experience in interacting with business stakeholders and developing user stories, test cases and test scripts.
* Extensively worked on Version control tools using SFDX commands with Visual studio code and day to day deployments to higher environments.
* Working with QA’s, and Release managers and supporting testing in SIT and UAT.

**Environment**: Salesforce.com platform, Sales Cloud, Service Cloud, Lightning Framework, Lightning Components, Apex, Visualforce, Web Services, Process Builders, Assignment Rules, Validation Rules, Page Layouts, Record Types, Custom Objects, Tabs, Email Templates and Security Controls.

**Client: Eagle Creek Software Solutions – Eden Prairie, MN June 2017 – July 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Experience with Service Cloud including Service Console, Omni- Channel Console, Case Feed, Knowledge Base and Live Agent.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and custom Objects.
* Created Visual flows in Salesforce Classic as well as in Lightning.
* Implemented Omni Channel Configuration to receive work from various sources, such as Phone, chat, email, and social channels.
* Involved in Queues and Routing Configuration to prioritize the relative importance and size of work items across Omni-Channel Queues.
* Leveraged Apex Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the Lightning Component.
* Created Assignment rules to users or queues based on criteria.
* Created Users and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Customized several Formula fields, Assignment Rules, Validation Rules, Process Builders, Apex classes, Page Layouts and Record Types.
* Created Email Response Templates both in Salesforce Classic and in Lightning.
* Worked mainly on Salesforce.com Standard objects like Accounts, Opportunities, Contacts, Cases.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Deployed from one Sandbox to another Sandbox using Inbound and Outbound Change Sets.
* Experience in Agile Environment and strong knowledge of bug tracking tool like Jira.
* Created various dashboard per requirement of the user and business need.

**Environment**: Salesforce.com platform, Lightning Framework, Lightning Components, Apex, Visualforce, Process Builders, Assignment Rules, Validation Rules, Page Layouts, Record Types, Custom Objects, Tabs, Email Templates and Security Controls.

**Client: FedEx Services - Memphis, TN Aug 2016 – May 2017**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Experience in designing Junction Objects and implemented various advanced fields like Pick lists, Custom Formula Fields, Many to Many Relationships, Lookups, Master-Details, Field Dependencies, Validation Rules.
* Wrote Apex triggers and Apex classes to automate business processes.
* Workflows, and Approval Processes for automated alerts, field updates, & Email generation according to application requirements.
* Worked on various standard objects including Accounts, Contacts, Cases, Reports and Dashboards.
* Worked on SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Designed, developed, deployed page layouts, components, custom objects, custom tabs, to reach the needs of organization.
* Expertise in creating Lightning record pages and record types based on business requirement.
* Managed Salesforce application user profiles, roles, permissions, generating security tokens and validation rules.
* Created test scenarios on Sandbox environment and migrated code using change sets upon successful testing.
* Worked in salesforce Production Support to identify the root cause of the issue and fixed the same.
* Deployed from one Sandbox to another Sandbox using Inbound and Outbound Change Sets.

**Environment**: Salesforce.com platform, Workflows, Process Builders, Assignment Rules, Validation Rules, Page Layouts, Record Types, Custom Objects, Tabs and Email Templates.