**RAVI KUMAR V**  

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**OBJECTIVE**

To establish as techno-proficient in the field of Salesforce.com Software Design development and programming, to grow in the technology management areas with the help of CRM technical and management skills. To grow along with the Organization, effectively contributing towards the goals of the organization.

**WORK SUMMARY**

* Extensive hands-on experience in the area of Customization, Flows, Roles, Sharing Rules, Apex Coding, Communities, Force.com migration tools (Force.Com IDE & Data loader).
* Good Experience on **LWC** and **Lighting Aura** components.
* Good Experience on **Salesforce CPQ**
* Good experience on sales cloud and service cloud.
* Good experience on Case management implementation.
* Good experience in **Cloud Computing Technologies.**
* Have good experience in **Salesforce.com**
* Have good experience on **Financial Force** Application
* Have good experience in Administrator and Development.
* Quick learner, adaptable and process-oriented, with a high delivery orientation.
* Extensively worked on Salesforce.com Configuration & Customization, Visual force, Apex Programming, Apex Data Loader, Force.com.
* Have good communication skills, interpersonal Relations, hardworking and result oriented as an individual and in a team.
* Hands on experience on REST and SOAP integrations.
* Very Familiar of Object Oriented Programming.

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​​​​​**PROFESSIONAL SYNOPSIS**

* Result oriented professional with **over 9.8 years**of as a **Salesforce developer**
* Working for **NEEV Systems** Hyderabadas Sr. **Software Engineer.**
* Worked on **Zensar Technologies**

**TECHNOLOGY EXPOSURE**

**CRM Tool**​​​**:**Salesforce.com

**Languages**​​    ​**:** Apex, Java.

**Web Technologies**     ​​**:** Visual Force, HTML, Java Script

**Tools**                                 **:**Visual studio **,**Force.com IDE, Eclipse, Apex Data Loader

**Certifications**

* Salesforce Platform Developer 1
* Salesforce Platform Developer 2
* Salesforce Admin
* Salesforce Advanced Admin
* Salesforce Sales consultant
* Salesforce Service consultant
* Salesforce CPQ

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
|  | Year | Board/University | Percentage |
| MCA | 2008-2011 | JNTU | 74 |
| B.Sc. | 2005-2008 | ANU | 60 |
| Intermediate | 2003-2005 | Board of Intermediate | 67 |
| SSC | 2002-2003 | Board of SSC | 68 |

​​​​**ORGANISATIONAL PROJECT DETAILS**

**Project # 1**

|  |  |
| --- | --- |
| **Project Title** | Cepheid Quote process |
| **Client** | Cepheid |
| **Tools** | Data Loader,Visual Studio |
| **Duration** | Feb 2021 to till |
| **Role**​ | Sr Developer /lead |

Project Description

Cepheid is an American molecular diagnostics company. Its systems automate traditional nucleic acid tests. The tests can be used to identify and analyze pathogens and genetic disorders. Cepheid owns the GeneXpert rapid molecular diagnostic. Cepheid sells clinical tests for healthcare-associated infections, infectious diseases, sexual health, oncology and genetics.

Contribution

* Facilitate business process reviews to identify client requirements and processes.
* Translate client requirements into Salesforce CPQ design, leveraging best practices and minimizing the need for custom development.
* Configure Salesforce CPQ and Sales Cloud solutions.
* Develop technical requirements for internal developers as needed.
* Effectively manage all aspects of projects and client communications.
* Developed Customize UI pages on LWC and Lightning Aura
* Deliver end user training and documentation

**Project # 2**

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| --- | --- |
| **Project Title** | Quotient Account Assignment process |
| **Client** | Quotient |
| **Tools** | Data Loader,Visual Studio |
| **Duration** | Nov 2018 to till |
| **Role**​ | Sr Developer /lead |

Project Description

Quotient is the leading CPG and retail marketing technology provider that delivers personalized digital promotions and ads to millions of shoppers daily. Quotient uses its proprietary Promotions, Media, Audience and Analytics Cloud Platforms and services to seamlessly target audiences, optimize performance, and deliver measurable, incremental sales for CPG and retail marketers. Quotient’s powerful suite of capabilities includes personalized digital coupons, retailer-aligned dynamic ad messaging, influencer-led social media, data analytics and audience management. Quotient’s audience data solution is powered by 100 million verified buyer audience, derived from its Retailer iQ partnerships.

Contribution

* Participating daily client calls and gathering requirements
* To develop Apex classes on Force.com platform to customize application according to functional needs.
* Involving on application design process.
* Develop Lightning Components and migrating existing application in to lightning environment and developed REST API calls to migrate application in to other systems.
* To use SOQL & SOSL for data manipulation needs of the application using platform database objects.
* To develop Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Worked on various salesforce standard objects like Accounts, Contacts, Leads, Opportunities.
* Designed, and developed the Custom objects, Record Types, Formula fields, validation rules, Page layouts, workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Providing access/permissions to the users and based on workday data Inactivate the users.
* Weekly data and Meta data Backup process execute.

**Project # 3**

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| --- | --- |
| **Project Title** | Activision Blizard case management |
| **Client** | Activison |
| **Tools** | Eclipse, Data Loader |
| **Duration** | Feb 2015 to till |
| **Role**​ | Developer |

**Description:**

​ Activision Blizzard, Inc., is the world's most successful standalone interactive entertainment company. **Activision**develops, distributes, and publishes deeply immersive interactive entertainment for gaming consoles, mobile and tablet platforms, and PCs, including blockbuster franchises like *Call of Duty*, *Skylanders* and *Destiny*. Activision portfolio includes some of the strongest franchises in all of entertainment, developed by the incredibly talented teams at Activision Publishing, Blizzard Entertainment, King Digital Entertainment, Activision Blizzard Studios, Major League Gaming, and Activision  independentstudios, including Toys for Bob, Infinity Ward, Sledgehammer Games and Treyarch. Activision  entertainment network has nearly 500 million monthly active users in 196 countries.

**Roles and Responsibility:**

* This is an Implementation project. Understanding the requirements in functional specifications and preparing the technical specification.
* Developing Triggers and Classes in Apex.
* Configuring new users, profiles and roles.
* Configuring new page layouts based on profiles.
* Creating custom objects, custom fields and also Developing Visualforce pages.
* Creating validation rules and field dependencies.
* Creating custom application.
* Creating portals, workkflows
* Creating record types.
* Generating reports and dashboards.

**PROJECT # 4**

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| --- | --- |
| **Project Title** | Tyco Electranics Process management |
| **Client** | TEC (Tyco Electronics) |
| **Tools** | Eclipse, Data Loader |
| **Duration** | Oct 2014 to Jan 2015 |
| **Role**​ | Developer |

**Description:**

TE Connectivity  is a technology leader in the world’s fastest growing markets, helping connect power, data and signal in everything from automotive and aerospace to broadband communications, consumer, energy and industrial applications. It has branches in global market across the world. It mainly focus on client business research analysis.

TE Connectivity, recently planned to implement all its business process should be monitored using Cloud Technology. Is has implemented lots of clients requirements in [force.com](http://force.com/) platform. In this journey, Zensar Technologies is the key source for SalesforcePractice. For the past years, Zensar Technologies is major source to TEC organization for cloud computing technologies.

**Responsibilities:**

* Involved in the Development activities as per the requirements.
* Involved in creating various Pages in Visualforce for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry
* Implemented case generation and their escalation to representatives and generated email alerts for quick issue resolution.
* Preparing test methods for deployment.
* Deploying the tested application from full sandbox to production.
* Performing sanity testing after deployment into live ensuring the functionality is working.
* Providing the post Deployment Support as and when required.

**Project # 5**

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| **Project Title** | Agilitude business process |
| **Client** | Aglitude |
| **Tools** | Eclipse, Data Loader |
| **Duration** | May2013 to Sept 14 |
| **Role** | Developer |

**Description:**

​Agilitude is a South African based Salesforcereseller and Platinum Consulting partner, concentrating on the African geography that provides superior implementation and business consulting services exclusively based around the Salesforce product set.

**Roles and Responsibility:**

* Member of Covenant SFDC IT team which customize Salesforce CRM tool for Covenant to generate leads, manage campaigns and opportunities.
* Analyze user requirements and study as-Is business process for Covenant.
* Implementation of Apex Triggers for and Optimize triggers to handle Governor Limit Executions.
* Implementation of Visualforce pages.
* Worked on Sales and Marketing Applications.
* Implementation of email Services.
* Worked on Campaign members, Campaign influence features.
* Analyze the errors, research for the cause of errors, provide corrective solutions, and suggest for preventive actions to avoid recurrence.
* Test data creation for unit testing, testing and reviewing the developed build.