Kodapaka Sri Naga Akhil Krishna Sai
Salesforce Developer
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Professional Summary:

- Over 3.2 years of IT experience on Salesforce.com CRM platform using administration, development, integration, deployment, communities, lightning component development.
- Proficient with **Sales Cloud, Service Cloud**, Force.com, Community Portal, Chatter, Knowledge One and App-exchange on Salesforce.
- Designed and developed various **Visualforce Pages, Apex Classes**, Controller Classes, Extensions and Apex Triggers for functional needs in the various applications.
- Good hands on practice with the new **Lightning System Design** which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components Performed.
- Hands on experience with external systems by developing custom Apex **SOAP, RESTful** classes for inbound class and written Apex callout for invoking outbound applications.
- Strong in SFDC Functional areas - Accounts and Contacts, Case Management, Leads, Campaigns, Opportuni- ties, Dashboards and Reports.
- Extensive experience in lead, casemanagement, web-to-lead, Web-to case, Email-to-case.
- Excellent knowledge in querying salesforce.com database using **SOQL & SOSL** queries using Force.com ex- plorer.
- Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Excep- tions and execute Governor Limits.
- Involved in Data Mapping and Migration of data from legacy systems to Salesforce.com.
- Excellent Client management skills, presentation skills, operational metrics, time management, analytical, great communication and interpersonal skills.

Technical Skills:

CRM tools	Force.com, sales cloud, service cloud, Marketing cloud
Salesforce.com Development	Apex language, Apex Triggers, Apex Classes, Controllers & Extensions, Apex REST & SOAP web services, SOQL, SOSL, Visualforce (Pages, Components & Controllers)
Salesforce.com Administration	Reports & Dashboards, Validation rules, users, roles, profiles, deployment (change sets), workflow rules, approval process, sandbox refreshments, apex data loader, import wizard, packages, custom apps, custom labels, sharing settings, communication templates.
Lightning Development	Salesforce lightning design system, lightning components, aura framework, JavaScript controllers, server-side controllers.
Tools/Utilities	Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Pro- duction).
Languages	Apex, Ajax, Java, JSP, XML, HTML, CSS, Bootstrap.
Databases	Force.com DB, Microsoft SQL Server 2000/2005/ 2008.

Education:

- Bachelors from JNTU Kakinada University, India

Certification:

- Platform Developer - 1

Professional Experience:

- Working as Salesforce Developer in 360 Degree Cloud Technologies Pvt Ltd from Jan 2022 to Sep 2022
- Worked as Software Associate in Sun Icon Systems Pvt Ltd from Oct 2020 to Dec 2021.
- Worked as Digital Marketing Executive in Emblix Solutions Pvt Ltd from Jan 2019 to Feb 2020.

Projects :

We Work   Jan 2022 – Feb 2022

- Worked on various salesforce CRM standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components to suit to the needs of the application.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
- Worked with Apex Scheduler to invoke Apex classes at regular intervals.
- Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive.
- Have worked on Apex classes, and Apex Triggers for various functional needs in the application.

Lecturio   Mar 2022 – Sep 2022

- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created workflows for automated lead routing, lead escalation and email alert. Created sharing settings and gave field accessibility.
- Developed various Customobjects, Tabs, validation rules, Components.
- Provided ongoing Salesforce.com maintenance and administration services including periodic cleansing, custom objects and workflows.
- Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
- Created various components in Project according to the client requirement.
- Involved in creating and customizing Email template and configuring them to the email alert within the work-flow rule for a standard/custom object.
- Created workflows for automated lead routing, lead escalation and email alert. Created sharing settings and gave field accessibility.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

OneView   Oct 2020 – Dec 2021
Salesforce Developer

Responsibilities:

- Worked with the user group for requirement gathering throughout the planning and implementation.

- Worked extensively in developing,customizing of pages with Lightning components,Custom,Extension controllers and developed dynamic components.

- Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.

- Successfully migrated the existing visual force pages to lightning by building advanced lightning components.

- Resolve the Cases and support the team on urgent bases, implementation and working with real-time trouble-shooting.

- Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.

- Attending daily AGILE SCRUM meetings and update the status on day-day basis with what is done and what has to be done.

- Involved in Assignments Rules, Escalation rules and Auto-Response Rules Configuration and Customization in Case Management.

- Implemented Email-to-Case,Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.

- Worked on various salesforce CRM standard objects like Accounts, Contacts, Leads,Campaigns, Reports and Opportunities.

- Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs,and Components to suit to the needs of the application.

- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.

- Defined lookup and master-detail relation ships on the objects and created junction objects to establish connec-tivity among objects.

- Involved in page layout customization for the standard objects like Account, Contact, andLeads.

- Involved in creating and customizing Email template and configuring them to the email alert with in the workflow rule for a standard/customobject.

- Created workflows for automated lead routing, lead escalation and email alert.Created sharing settings and gave field accessibility.

- Developed various Custom objects, Tabs, validation rules,Components.

- Integrated the Web Services for extracting the data from external systems.

- Provided ongoing Salesforce.com maintenance and administration services including periodic cleansing, custom objects and workflows.Implemented Security access to the user profiles by creating Object level security,field level Security and record level security.

- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV)files.

- Worked with Apex Scheduler to invoke Apex classes at regular intervals.

- Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and added them to the archive.

- Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform data base objects.

- Have worked on Apex classes, Lightning Pages, Controller classes and Apex Triggers for various functional needs in the application.

Responsibilities:

- Working on Digital Marketing Channels like SEO, SMO, SMM.
- Creating ON Page optimization like keyword Optimization, Content Optimization, URL optimization, image optimization, Local search optimization, Meta tag optimization.
- Building Back links through Link building, Article submission, Social bookmarking , PDF sharing, Blog Commenting , Press releases , Guest Blogging.
- Generating a weekly and Monthly report on keyword ranking, clicks/week, and impressions/week.
- Checking Duplicate Content of the site through different tools like Dupli checker.
- Develop and maintain social media profiles on Facebook, Twitter and LinkedIn etc…
- Send out quality messages on the social media channels.
- Hands on experience in Graphic Image by using Canvas Tool.

Personal Details:

Father's Name	:	Kodapaka Jagannadhachari
Date of Birth	:	06-12-1996
Gender	:	Male
Nationality	:	Indian
Passport No	:	U8126517
Pan Card No	:	HEHPK4186R
Marital Status	:	Single

Declaration:

I hereby declare that the information in this document is accurate and true to the best of my knowledge.

DATE…   K.S.N.Akhil Krishna Sai