## CONTACT ME

📍 **Guntur, Andhra Pradesh**

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## KEY SKILLS

◎ **Salesforce Administration concepts, Sales Cloud, Service Cloud, SFDC Sharing/ Security, SFDC Data Migration Tools, Apex Programming, Apex Triggers, SOQL & SOSL, Salesforce Lightning Web Component**

◎ **Agile Methodology**

◎ **Oracle SQL, PL/SQL, Unix.**

## TOOLS

◎ **SFDC Automation tools- Workflow Rules, Process Builder, Flows**

◎ **Data Loader, Import Wizard, VS code, Copado, Salesforce Inspector, Change Set**

## CERTIFICATIONS

◎ **Salesforce Certified Platform Developer 1**

◎ **Salesforce Platform App builder**

# Tungala Veena Murali Krishna
**SALESFORCE ADMINISTRATOR & DEVELOPER**

### PROFESSIONAL SUMMARY

An enthusiastic individual with hands-on knowledge in Salesforce Administration and Development. A quick learner and handling critical issues, troubleshooting incidents/outages also providing continuous process improvement solutions for business.

### WORK EXPERIENCE

#### Tata Consultancy Services. (contract) (May- 2022 – Nov - 2022)

**Payroll:: IDC Technologies solution PVT LTD**

**Salesforce Administrator – Developer**

**Client – AXA UK**

➢ Proficient in using different automation processes like **Process builder**, **Workflow rules**, and **Approval Processes**.
➢ Experience in Creating, Managing, Implementing, and customizing custom objects.
➢ Proficiency in SFDC configuration like **Profiles, Roles, User Management**
➢ Layout, Record Types, Custom Tabs, Fields, Object Relationships
➢ Good knowledge and understanding of SFDC Security and Sharing Model, Organization-Wide-Defaults (**OWD**), **SOQL, SOSL,** and Governor limit.
➢ Experience in creating Reports and Dashboards as per business requirements.
➢ Knowledge of Data Migration Tools: **Data Loader** and **Import Wizard**.
➢ Designed and developed **Apex Triggers**, **Apex Classes**, **Batch Apex**
➢ Skilled in Configuration, Customization **Lightning Web Component** and Integration on Salesforce.com.

**Responsibilities and Technical Experience.**

➢ Working closely with developers in enhancing business requirements and resolving business cases.
➢ Build new Salesforce solutions leveraging standard configuration and/or custom code include Visual Force, LWC and Apex.
➢ Implementing **Apex Triggers** whenever required for DML operations on any objects.
➢ Designing and updating **Apex** Class, **LWC**, Batch class whenever having code issue bugs.
➢ Customizing data modelling concepts such as Apps, Objects, Tabs, Fields Data types & Relationships (Lookup, Master Detail), Validation Rules, Schema Builder and Lookup Filters as per business requirement.
➢ UI customization in Page layouts, Compact layouts, List Views, Record Types, Search layouts.
➢ Hands-on experience in Data Management Tools such as Data Loader, Data Import Wizard and Workbench.
➢ Experience with SFDC Knowledge base, Case/Lead Management such as Creation (Email-to-Case/Lead, Web-to-Case/Lead), Assignment rules, Auto-Response rules, Escalation rules.
➢ Proficiency in Process Automation Tools namely **Workflow Rules**, Process Builder, **Flow Builder**, **Approval Process**.
➢ Created and configured new users, profiles, permission sets, roles, queue and public groups according to the business requirement.

## CAPGEMINI. (Jan-2020 – APR-2022)

**Sr. Analyst**

### Client – MUFG BANK
- Involved in gathering and analysis of business requirements and then effectively took part in Sprint Planning to achieve the requirement.
- Worked as a team member and performed the roles of Salesforce.com Developer and Administrator
- Analyzed the business process of client and then involved in creating the application and
- **data model** required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the **business requirement**.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Responsible for setting up **Filed Level Security (FLS) & Organization Wide Defaults (OWD).**
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user Profiles and created permission sets where necessary.
- Developed and implemented custom **Workflows** and **Process Builders** whenever client provided requirement.
- Developed and worked on various complex actions like multiple immediate actions at the same time.
- Worked on Assigning creating **Roles Hierarchy, Profiles and Security setup within the organization.**
- Customized Page layouts and Record types for Custom Objects depending upon **user Profiles and created Permission sets wherever necessary.**
- Created **Apex classes, Utility Classes, Lightning Components, and Component Controllers**
- Implemented Future **methods, Batch Apex, and scheduled Apex classes.**
- Developed Custom Objects, Workflows, and managed data.
- Set up **Users, Roles, Profiles, and Security Settings**
- Designed and developed various functional needs in the application.
- Mapped and migrated data from legacy systems to Salesforce.com Objects and fields
- Customized Page Layouts for Contacts and Accounts based on client requirements.
- Created action components based on client requirements.
- Developed Batch Apex and scheduled Apex classes based on client requirements, including sending emails to specific users using Apex code.
- Implemented workflows for field updates based on time-dependent workflows.
- Managed field and record-level security

## Skypro (Dec-2018 – Jan-2020)

**Desktop Support Engineer**

### Client – HDFC Bank

- Troubleshoot technology issues.
- Install and maintain equipment and software.
- Ask questions to pinpoint the problem.
- Perform remote troubleshooting.
- Help new employees set up their workstations.
- Maintain and upgrade equipment as needed.

### EDUCATION

- Chirala Engineering college, Chirala
  2013 – 2017 | Electronics and Communication Engineering – 65.6%