

A MADHUKAR

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Objective:

To work with a progressive and professional organization with challenging and responsible opportunities which will help to improve my knowledge and utilize my strengths with skills.

Professional Summary:

- **4.7 years** of total Professional experience of **Salesforce Administration and Development** in Salesforce.com. Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
- Experienced in Salesforce **Administration, Configuration, Customization, Development, and support** experience on Salesforce.com Platform.
- Experience in SFDC development using **Visualforce Pages and Lightning Components, Apex Classes, Custom Controllers, Controller extensions, and Apex Triggers.**
- Proficiency in administrative level tasks like creating **Profiles, Roles, Users, Workflows & Approvals, Reports & Dashboards, Developed Formula fields, Roll-up Summary Fields, Validation rules, OWD, Sharing Rules and Security Model.**
- Extensive work experience in designing **Custom Objects, Custom Fields, Record Types, Page Layouts, Custom Tabs, Custom Reports, Report Charts, Report Folders and Report Extractions** to various formats.
- Configured the **Assignment Rules, Auto-Response Rules and Escalation Rule** etc.
- Working experience on **Custom Settings and Custom Labels.**
- Efficient in monitoring Apex asynchronous processing using **Future Methods, Batch Apex**, controlling processes with **Queueable Apex and Scheduling Jobs** using apex scheduler.
- Extensive experience in querying salesforce.com database using **SOQL & SOSL** queries using Force.com.
- Extensive experience in data migration using **Apex Data Loader and Data Import Wizard.**
- Extensive experience with various Salesforce deployment methodologies including **Change Sets.**
- Experience in wide range of languages and technologies such as **HTML, CSS and JavaScript.**
- Extensive Experience of **Agile Scrum Methodology** of software engineering processes.
- Excellent team player, quick learner with good communication skills and troubleshooting capabilities, Enthusiastic in learning and upgrading technical skills.

Working Experience:

- Working in **Honeywell, Bangalore** as a **Salesforce Developer** from Jan-2020 to Till Date.
- Worked in **Virtusa** as a **Salesforce Developer** from Dec-2018 to Jan-2020

Skills Summary:

- **CRM** : Sales Force (Sales Cloud, Lightning).
- **Force.com Technology** : Apex, Visual Force, SOQL, Apex Triggers, Apex Workflow, Apex Data loader
- **Web Technologies** : HTML, CSS
- **Operating System** : MS-DOS, Windows NT/Server 2000/XP
- **IDE** : Force.com IDE

Educational Qualification:

- **B. Tech (Electrical)** from **Jawaharlal Nehru Technological University Hyderabad**, Passed in 2014

Projects Summary:

Project-3 : Insurance Management Application

Client : Prudential Financial Inc.

Role : Salesforce Developer

Duration : Sep-2021 to Till Date

Project Description:

Prudential Financial Inc. is a leading insurance company; the goal of the project is to maintain all activities of the Insurance System. Any customer without visiting the office manually can view the policy details as: Policy amounts, Policy Premium dates, Bonus details and etc. through the web. The main purpose of the project is that any customer can pay the premium amount in any branch and they can pay the amount online.

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Classes, and Apex Triggers.
- Developed various Lightning Components using Lightning App Builder, Lightning Process Builder, and Lightning Design System.
- Developed various Custom Objects, Tabs, validation rules, and Visual Force Pages.
- Created Page Layouts, Search Layouts to organize Fields, Custom links, Related lists, and other components on record detail pages and edit pages.
- Using CSS implementing the pages as Client requirement. Developed pages with attracting outlook.
- Created workflow rules and defined related Tasks, Time-Triggered Tasks, Email Alerts, Field Updates to implement business logic.
- Created **Batch Classes and schedulable Classes** for various functional needs in the application.
- Created Email templates, Approval processes, Page layouts, and defined Approval Actions on them to automate the processes.

- Developed Apex Classes and Apex Triggers for various functional needs in the application.
- Used SOQL within Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created users, roles, public groups and implemented role hierarchies, sharing rules, and record-level permissions to provide shared access among different users.
- Created profiles and implemented Objects and field-level security to hide critical information on the profile users.

Project-2 : MWV WESTROCK

Client : WestRock, USA

Role : Salesforce Developer

Duration : January-2020 to Sep-2021

Project Description:

This Salesforce Application has been implemented in Force.com for WestRock Company manufacturers for their Packaging solutions. By using this application Customers request Corrugated Packaging, Consumer Packaging. Salesforce provides structural and graphic design, engineering services, and automated packaging for their request. The organization will be able to track sales, shipments, competitor activities, and connect customers. Thereby increasing its growth of revenue by attracting more Leads.

Responsibilities:

- Involved in gathering requirements from the business and implementing those in Salesforce.com.
- Worked on Standard objects like Accounts, Contacts, Lead, and Cases.
- Created multiple custom objects, custom fields, relationship between two objects, page layouts and record types.
- Developed different Validation Rules to ensure that the valid data is being entered into the organization.
- Developed workflow rules and approval processes to automate the business process
- Applied many logics into sending out email templates firing through Workflow based on the requirement.
- Developed Apex Classes and Triggers wherever required to fulfil the business need and automate the flow accordingly.
- Developed Reports and Dashboards.
- Wrote Test classes for those apex classes and triggers with the code coverage of at least 90% on each.
- Worked with lightning components.
- Deployed the changes from developer sandbox to Full copy sandbox for QA testing and then finally to Production organization.

Project-1 : WATSCO Sales

Client : WATSCO Sales

Role : Salesforce Admin & Support

Duration : Dec-2018 to Jan-2020

Project Description:

Watsco, Inc. is the largest distributor of air conditioning, heating and refrigeration equipment and related parts and supplies (HVAC/R) in the United States. Watsco manufacturer of parts, components and tools used in the HVAC/R industry. We implemented the complete, end-to-end CRM solution for their business needs using Salesforce.com CRM and the Force.com platform.

Responsibilities:

- Worked with Business Users and Business analysts for requirements gathering, analysing the requirements.
- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
- Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
- Created Custom Reports and Dashboards for the application.
- Implemented Web-to-Lead and converted Lead to Account.
- Developed Workflow rules, Field, Email updates to implement the business logic for Standard and Custom Objects as per the business needs.
- Used Data loader to bulk load data into Salesforce.com.
- Written Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
- Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
- Developed Reports and Dashboards, validation rules, formula fields for the application.
- Worked with Visualforce.

Declaration:

I hereby declare that the details furnished above are true and correct to the best of my knowledge and belief and I undertake to inform you of any changes therein, immediately.

Place: Hyderabad

Date:

(A MADHUKAR)