

VISHNU PRIYA K

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PROFESSIONAL SUMMARY

- Highly skilled and results-driven Salesforce Developer with over 4+ years of experience specializing in CPQ, LWC, and Lightning development. Strong expertise in implementing and customizing Salesforce CPQ solutions to streamline quoting and pricing processes. Proficient in developing Lightning Web Components and leveraging the Salesforce Lightning Experience to create intuitive and visually appealing user interfaces. Proven track record of delivering high-quality solutions that meet complex business requirements.

EDUCATION

- B Tech from Vignan's University

TECHNICAL SKILLS

- **Salesforce Platform:** In-depth knowledge and experience working with the Salesforce platform, including understanding the Salesforce data model, objects, and relationships.
- **Apex:** Proficiency in Apex programming language, including writing custom code, triggers, and batch processes to implement complex business logic and automation on the Salesforce platform.
- **Visualforce:** Strong understanding of Visualforce markup language for creating custom user interfaces and pages within Salesforce.
- **Lightning Web Components (LWC):** Experience with developing Lightning Web Components, utilizing the latest UI framework provided by Salesforce for building modern and responsive user interfaces.
- **Salesforce Configuration:** Ability to configure Salesforce using declarative features such as Process Builder, Workflows, Validation Rules, Formula Fields, and Custom Settings to meet specific business requirements.
- **Integration:** Knowledge of integrating Salesforce with external systems using SOAP, REST, and other integration methods, including experience with Salesforce APIs, web services, and data loaders.
- **Salesforce Lightning Experience:** Familiarity with the Salesforce Lightning Experience user interface and its components, including Lightning App Builder, Lightning Pages, and Lightning Components.
- **Salesforce Data Management:** Understanding of data management concepts in Salesforce, including data import/export, data cleansing, and data migration using tools like Data Loader, Data Import Wizard, or third-party ETL tools.
- **Salesforce Security:** Knowledge of Salesforce security models, roles, profiles, permission sets, and sharing rules to control data access and maintain data integrity.
- **Salesforce Deployment:** Experience with Salesforce deployment tools and processes, including change sets, Salesforce DX, and version control systems like Git for managing and deploying changes across different environments.
- **Testing and Debugging:** Proficient in unit testing using Apex Test Classes and other Salesforce testing frameworks to ensure code quality and robustness. Ability to troubleshoot and debug issues in Salesforce applications.
- **Salesforce Communities:** Understanding of Salesforce Community Cloud and experience in building and customizing Salesforce Communities for customer, partner, or employee engagement.
- **AppExchange:** Knowledge of the Salesforce AppExchange and experience in developing and publishing custom applications or components for the Salesforce ecosystem.
- **Salesforce Administration:** Basic administration skills in Salesforce, including user management, security settings, data backups, and general system maintenance.
- **Continuous Learning:** Strong commitment to staying updated with the latest Salesforce releases, features, and best practices. Actively participate in Salesforce community forums, events, and training programs.

WORK EXPERIENCE

- Working as Salesforce Developer at TCS from May 2019 to till date

Project #2

Client: Nikalogic Inc.

Description:

- This project "Delight" at Salesforce is to integrate Apptus into Salesforce. This Integration helps salespeople to create all type of quotes automatically. This Integration is one of the most prestigious projects in Salesforce. After this Integration all the Renewals, Upgrades, Swaps and License Transfers will be taken care automatically

Roles & Responsibilities:

- Led end-to-end implementation of Salesforce CPQ solution, gathering business requirements, designing system architecture, and configuring CPQ functionality to automate and optimize quoting and pricing processes.
- Configured price rules, product bundling, discount structures, and contract terms within Salesforce CPQ to meet complex business requirements and streamline sales operations.
- Developed custom CPQ functionality using Apex, Lightning Web Components (LWC), and other Salesforce technologies to extend CPQ capabilities and provide customized solutions.
- Integrated Salesforce CPQ with external systems, such as CRM and ERP, using SOAP, REST, and other integration methods to ensure seamless data flow and process automation.
- Designed and developed Lightning Web Components (LWC) for CPQ-related processes, creating intuitive and visually appealing interfaces that enhance user experiences.

Project #1

Client: Comcast

Description:

- Comcast Technology Solutions' purpose is to be the most valued partner to those leading the future of media and technology. Comcast Company was implementing customer support for their client on service cloud. They are using service console for their employee and for their customers they were using customer community.

Roles & Responsibilities:

- Implemented Lightning Experience and Lightning Web Components (LWC) to deliver intuitive and visually appealing user interfaces.
- Configured Salesforce objects, fields, workflows, and validation rules to optimize system functionality and user experience.
- Integrated Salesforce with external systems using SOAP and REST APIs, ensuring seamless data synchronization and process automation.
- Collaborated with cross-functional teams to gather business requirements, provide technical guidance, and deliver high-quality Salesforce solutions.
- Conducted code reviews, performed unit testing, and resolved defects to ensure code quality and stability.
- Assisted in the deployment of Salesforce applications across multiple environments, following best practices and change management procedures.

YEAR WISE ROLES & RESPONSIBILITIES

Year 1:

- Assisted in the implementation of Salesforce, including requirements gathering, data migration, and configuration.
- Customized Salesforce objects, fields, page layouts, and validation rules to align with business processes.
- Developed Apex triggers and classes to automate business logic and enhance system functionality.
- Created Visualforce pages and components to provide customized user interfaces and improve user experience.
- Integrated Salesforce with external systems using SOAP and REST APIs.

- Conducted testing and resolved issues identified during user acceptance testing (UAT).
- Provided user training and support, addressing questions and issues related to Salesforce usage.

Year 2:

- Led the development and customization of Salesforce solutions to meet specific business requirements.
- Collaborated with stakeholders to define and implement new Salesforce features and enhancements.
- Optimized Salesforce workflows, processes, and automation to streamline business operations.
- Implemented advanced Apex coding techniques, including batch processing and callouts.
- Developed Lightning components and Lightning pages to leverage the Salesforce Lightning Experience.
- Assisted in the integration of third-party applications with Salesforce, utilizing APIs and web services.
- Participated in code reviews and performed debugging and performance tuning.

Year 3:

- Acted as a technical lead on Salesforce projects, overseeing development activities and ensuring adherence to best practices.
- Implemented advanced Salesforce features, such as Salesforce Communities and Salesforce Einstein.
- Worked closely with business analysts to understand complex business requirements and translate them into technical solutions.
- Collaborated with cross-functional teams, including administrators, analysts, and stakeholders, to deliver successful projects.
- Mentored junior developers, providing guidance and support in Salesforce development techniques.
- Conducted data migrations, ensuring accuracy and completeness of data during system upgrades and deployments.
- Implemented continuous integration and deployment (CI/CD) processes for Salesforce applications.

Year 4:

- Led the implementation of Salesforce CPQ (Configure, Price, Quote) solutions, gathering requirements, configuring CPQ functionality, and customizing quote processes.
- Developed Lightning Web Components (LWC) to create modern and responsive user interfaces for CPQ-related processes.
- Configured pricing rules, discount structures, and contract terms within Salesforce CPQ to automate and streamline quoting and pricing processes.
- Integrated Salesforce CPQ with external systems using APIs to ensure data synchronization and process automation.
- Collaborated with business analysts and stakeholders to define CPQ requirements and provide technical expertise for CPQ solutions.
- Conducted testing and debugging of CPQ functionality, addressing issues and ensuring high-quality code.
- Provided training and support to end-users, guiding them in utilizing CPQ functionality effectively.