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**Admin Credential ID: 21235343**

**Dev Credential ID: 21247218**

**Professional Summary:**

- Over 2.5 yrs. of experience in the IT industry with 2+ years of experience in Salesforce.com CRM platform.
- Experience in **Development, Administration, Configuration, Implementation** of Salesforce CRM.
- Having Experience in Salesforce Lightning Components.
- Created various Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features**
- Experience in the use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as expected by business requirements.
- Proficient knowledge of **Governor limits**. Experience in the optimization of existing code in accordance to the governor limits.
- Proficient Knowledge in **Apex Class** and **Apex Triggers**.
- Experience in understanding the business requirements to design the required entities like custom objects, **creating relationships** and **junction objects**.
- Experience in creating various **Reports** (summary reports, matrix reports, pie charts, dashboards) and **Report Folders**.
- Experience in using **Data Loader** for insert, update and bulk import or export of data from Salesforce.com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process, sharing rules** automation for satisfying complex business process automation

<b>SFDC Technologies</b>	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards
<b>Languages</b>	APEX, Visualforce(basic), SQL, Lightning
<b>Tools &amp; Technologies</b>	Force.com Data Loader, Force.com Platform (Sandbox and Production).
<b>Operating systems</b>	Windows 98/NT/XP/Vista/7/8, Windows CE.

**PROFESSIONAL EXPERIENCE:**

**Company:** CGI, Bangalore, India.  
**Client:** BCBS, USA

**Work duration:** September 2019-Present

**Description:**

BCBS is a million-dollar business serving many customers across the globe, is using the Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customers as well as business growth. By using features like web-to-lead, web-to-case they are providing an interactive platform for customers. In addition, we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

We are working on classic to Lightning migration phase now.

**Roles and Responsibilities:**

- Involved in gathering and analysis of business requirements and then effectively took part in the sprint Planning to achieve the requirement.
- Involved in creating Lightning Components.
- Analysed the business process of client and then involved in creating the application and data model
- Required for the requirement.
- Creating/add and manage Users, Roles, Profiles and setting up sharing rules.
- Developed Custom Objects and Custom Reports.
- Creating Custom Buttons, Page Layouts
- Worked extensively on Batch classes, Triggers and Apex classes for custom logic.
- Written test classes to validate and meet the code coverage in order to deploy code to Sandboxes and Production.
- Implemented Salesforce automation using web-to-lead forms.
- Involved in end-to-end testing and gathering feedback from business users
- Data migration using Data Loader.

**Company:** CGI, Bangalore, India.

**Client:** Shell India Markets Pvt. Ltd

**Work duration:** June 2018-August 2019

**Description:**

CHT Exposure Management application is built on Salesforce platform for automating Group and Fiscal exposure management process through a workflow solution, allowing relevant Treasury teams (FO, FTO HaT and FTO Controllers and Swiss Treasury) to request and seek approval for required fiscal hedges

**Roles and Responsibilities:**

- Attended meetings to better understand the application and interacted with business analysts in resolving the problems.
- Customizing and developing the applications as per requirements.
- Creating/add and manage Users, Roles, Profiles and setting up sharing rules
- Creating Apex Classes, Triggers, Approval Process,
- Applying Validation rules on standard fields, Workflow rules
- Developed Custom Objects and Custom Reports.
- Data migration using Data Loader.
- Creating Custom Buttons, Visualforce Tabs.

- Created Custom settings.

**Company:** CGI, Bangalore, India.

**Client:** Shell

**Work duration:** December 2017-June 2018

**Description:**

Shell Card DCRM 365 is an upgrade of Dynamic CRM into Dynamic CRM 365. Dynamic 365 is a cloud-based product, combining more than one functionality into a single product where you can manage all the applications and tools you require to run your business. Dynamics 365 is a combination of CRM and ERP, at the same time providing the best way to integrate your business parts and store all your data in one place.

**Roles and Responsibilities:**

- Create different entities and update properties of entities that are present in Dynamic CRM.
- Update document as per requirements.
- Worked for Data Migration from Dynamic CRM to Dynamic 365, using Scribe Migration Tool.

## **PROFESSIONAL QUALIFICATION**

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Bachelor of **Computer Science** from **SJB Institute of Technology**, Bangalore.

## **EXTRA-CURRICULAR**

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1. Recipient of the Key Contributor Award for the project.
2. Appreciation from Client for providing in the form of multiple reports has helped the project in making many strategic decisions during these trying and testing time of the COVID-19 pandemic and managed to deliver many urgent CRs in a very short span of time
3. Received Bronze award.
4. Organized team-building events to promote social relations and define roles within the teams in CGI
5. Participated in Ramp Walk as part of Kannada Rajyotsava Celebrations 2019, at CGI Bangalore.
6. Participated in Stage Performance for Dance in Sept 2019, at CGI Bangalore.

## **DECLARATION**

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I hereby declare that all information furnished above is true, to the best of my knowledge and belief.

Date:

Place: Bangalore, India