**Yadagiri**

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**Experience Summary**

* Top of Form
* Working as a Sr. Software Engineer in Yash Technologies.
* 3.9 Years of experience in Salesforce.
* Good Experience on Apex, Visual Force Pages, Skuid pages, DRE Rules, Triggers, Batch Classes and Test classes.
* Worked Entitlement process, milestones, Knowledge Articles, Omni channel in service cloud.
* Good Experience in Process Builder, Work flows, validation Rules, Email alerts.
* Implemented Security and Sharingrules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on Sales cloud and service cloud end to end process.
* Worked on Einstein Analytics.
* Knowledge on Marketing Cloud.
* Worked on Service Max. Service Flow Manger and Wizards. Worked on Service Max Migration tool.
* Working on Lightning Applications, Components and Lightning data services.
* Experience working with Force.com IDE, Data Loader, Demand Tool and Bulk Data API and Import Wizard and SalesForce.com SandboxEnvironments
* Hands on experience on SalesForce.com change sets.
* Worked on Communities.
* Worked on Salesforce social service packs (SSSP).
* Worked on Jitter bit and Informatica ETL tool.
* Worked on REST API with SAP and third party systems
* Knowledge on CPQ.
* Writing Blogs on Salesforce topics.
* Good analytical, verbal, written communication and interpersonal skills.
* Developing customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals.

**Salesforce Certifications**

* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer I
* Salesforce Certified Sales Cloud Consultant

**Technical Skills**

CRM Packages : Salesforce.com

Programming Languages : Java, Apex

Database : Oracle

Web Technologies : HTML, JavaScript, AngularJS, Bootstrap.

**Educational Qualification**

* **B.Tech (**Electrical and Electronics Engineering**)** from JNTUK University in 2014

**project experience**

**Project #1**

**Title :** Merck Group (Sigma Aldrich)

**Industry :** Life Sciences and Health Care

**Team Size :** 30

**Client Description:**

To make a difference in the lives of people globally through Merck innovative medicines, vaccines, and animal health products. They are committed to being the premier, research-intensive biopharmaceutical company and are dedicated to providing leading innovations and solutions for today and the future

**Project Description:**

* Single ticketing system across all department
* Developed Lightning components for sales cloud and enhancement has done for existing components.
* Created lightning Events for already existing components and added those in Lightning Applications.
* Modified page layouts according to the client requirement in lightning.
* Improved agent efficiency with appropriate metrics wherever possible to measure productivity
* Increased user adoption of the Salesforce.com platform
* Service Max reports Usage.
* A system that works, is instant and is easy and convenient to use.

**Responsibilities:**

* Taking responsibility on customer requests and Implementing without effecting of existing functionality.
* Bug Fixing on already existing functionality.
* Modifying apex classes, Visual force pages and configuration part according to the business requirement.
* Bit Bucket code pushing, Jira Ticket tracking on new and pending issues.

**Project #2**

**Title :** Ooredoo

**Industry :** Telecom

**Team Size :** 2

**Client Description:**

Ooredoo is a leading international communications company with a customer base of more than 100 million across the Middle East, North Africa and Southeast Asia.

In Qatar, Ooredoo is the leading communications company, delivering world-class services for consumers, businesses, residences and organizations.

We’re focused on building our Super net network to make Qatar one of the best-connected countries in the world.

**Project Description:**

* Single ticketing system across all department
* Clear vision on TAT Management resulting in faster Customer Service TATs
* SLA for both CRM and Employee Community user’s department.
* Developed Lightning components for sales cloud and enhancement has done for existing components.
* Created lightning Events for already existing components and added those in Lightning Applications.
* Modified page layouts according to the client requirement in lightning.
* Improved agent efficiency with appropriate metrics wherever possible to measure productivity
* Computer Telephony Integration for efficient call Centre operations
* Increased user adoption of the Salesforce.com platform
* A system that works, is instant and is easy and convenient to use.
* We will be utilizing Entitlement process for Team/Queue to track ensure a trouble ticket closed or moved to necessary team within stipulated time prior otherwise it will have flagged as violation.
* All such of violation flag information will be captured automatically in TAT record. These fields will be used for reporting propose.

**Responsibilities:**

* Taking responsibility on customer requests and Implementing without effecting of existing functionality.
* Bug Fixing on already existing functionality.
* Modifying apex classes, Visual force pages and configuration part according to the business requirement.
* Day to day Reporting to Client.
* Bit Bucket code pushing, Jira Ticket tracking on new and pending issues.

**Project # 3**

**Title :** Karur Vysya Bank

**Industry** **:** Banking

**Team Size :** 15

**Project Description:**

Karur Vysya Bank was started in the year 1916 in Karur, then a small textile town with a vast agricultural background, by two illustrious sons of the soil – Sri M.A. Venkatarama Chettiar and Sri Athi Krishna Chettiar. What started as a venture with a seed capital of Rs. 1.00 lakh has grown into a leading financial institution that offers a gamut of financial services, under one roof, to millions of its customers..

For Karur Vysya Bank we have implemented loan system.

**Responsibilities:**

* Worked with Salesforce Admin/development Areas
* Customized Profiles and created custom Objects and fields
* Worked with standard objects, field-level security
* Uploaded data with data loader in different manners.
* Worked with validation rules, work flows, Process Builder
* Designed, developed ApexClasses, Controller Classes, Extensions and Apex Triggers for various functional needs.
* Worked on Skuid pages.
* Worked on Triggers based on Business Requirement.
* Worked with Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DMLqueries.
* Worked REST API.

**Project # 4**

**Title :** K-Hospitality

**Industry** **:** Hospitality

**Team Size :** 6

**Project Description:**

K-Hospitality Verticals operate as separate entrepreneurial entities with independent management teams and strategies. KH have a structure that helps each business to develop and grow within its own unique strategic context. KH believe in retaining a flexible consumer oriented approach for each of our business verticals, and look to rapidly adapt based on the evolution of consumers within each of our business verticals.

For KH we developed Salesforce sales cloud implementation Project.

**Responsibilities:**

* Worked with Salesforce Admin/development Areas
* Customized Profiles and created custom Objects and fields
* Worked with standard objects, field-level security
* Created page layouts, search layouts to organize fields, related lists, and other components on a record detail and edit pages.
* Uploaded data with data loader in different manners.
* Worked with Overriding Standard Buttons and Creating Custom buttons with different logics.
* Worked with validation rules, work flows, Process Builder
* Designed, developed ApexClasses, Controller Classes, Extensions and Apex Triggers for various functional needs.
* Worked on Visual force pages.
* Worked on Triggers based on Business Requirement.
* Worked on Custom settings. Worked on communities,
* Worked with Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DMLqueries.
* Worked on Angular JS Pages and Bootstrap pages.

**Project #5**

**Title :** Brigade

**Industry :** Real Estate

**Team Size :** 4

**Project Description:**

Brigade Group was established in 1986, with property development as its main focus Today, Brigade Group is one of India's leading property developers. Brigade headquartered in Bangalore, with branch offices in several cities in South India, a representative office in Dubai and an accredited agent in the USA. Brigade have a uniquely diverse multi-domain portfolio that covers property development, property management services, hospitality and education. Brigade projects extend across several major cities in South India: Chennai, Chikmagalur, Hyderabad, Kochi, Mangalore and Mysore.

Using Salesforce CRM we are developing CRM application for Brigade sales people for the better solutions in Sales process. Forms customizable with logos and colors Optional Terms & Conditions area

**Responsibilities:**

* Worked with Salesforce Admin/development Areas
* Customized Profiles and created custom Objects and fields
* Worked with standard objects, business processes and field-level security
* Created page layouts, search layouts to organize fields, related lists, and other components on a record detail and edit pages.
* Uploaded data with data loader in different manners.
* Worked with Overriding standard Buttons and Creating Custom buttons with different logics.
* Worked with validation rules, work flows, Process Builder
* Designed, developed ApexClasses, Controller Classes, Extensions and Apex Triggers for various functional needs.
* Worked on Visual force pages.
* Worked on Triggers based on Business Requirement.
* Worked on Custom settings. Worked on communities,
* Worked with Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DMLqueries.
* Worked on Angular JS Pages and Bootstrap pages.

**Project #6**

**Title :** Ridhi- Sidhi Industrial services

**Industry :** Manufacturing

**Team Size :** 3

**Personal Profile**

Marital Status : Single

Nationality : Indian

Present Location : Bangalore

**Blog**

https://girioncloud.blogspot.in/