

RESUME

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PROFESSIONAL SUMMERY

Having **5+ Years** of working Experience in IT & NON IT industry including **1.8 years** of professional IT experience in **Salesforce.com CRM Platform** as a both **Developer** and **Administrator**.

- Interacting with Clients and Team members to analyze the gathered requirements.
- Hands on experience in **Admin and Development Activities** like working on Custom and Standard Objects.
- Worked on **Classic to Lightning migration Process**.
- Worked on enhancement of the existing application from **classic salesforce platform to Lightning**.
- Worked on various **Lightning Aura Component** and **Lightning Web Component** related project responsibilities.
- Designed and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application of **LWC with the best practice**.
- Experience on Automations like **Process builders** and **Flows** and **Workflow rules**.
- Having experience in **Permission sets, Profiles, Roles, custom fields** (Formula fields).
- Creating Workflow rules, Validation rules and Buttons and Links using standard Salesforce Functionality.
- Implementing Field level security along with page layouts to manage access to certain fields.
- Customizing the Applications on Salesforce platform and Force.com
- Excellent understanding of Salesforce Security Model.
- Having Good Knowledge in Salesforce.com concepts like **Role hierarchy, Profile, Permission sets, Sharing rules, manual sharing, Relationships, and other Admin related functionality**.
- Workflows Implementation with Custom Apps, Objects, Layouts and Tabs etc.
- Experience working with Force.com IDE and salesforce.com Sandbox environments.
- Experience in using **Data Loader** for **insert, update** and **Bulk import** or **export** of data from salesforce.com objects.
- Ability to Learn and adapt to new technologies quickly.

TECHNICAL SUMMARY

SFDC Technologies	Lightning Components, Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Force.com IDE
Languages	APEX, Visualforce, APEX Triggers, JavaScript
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production).
Operating systems	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.

CERTIFICATIONS

- **Developer Certification Number: 2814961**
DATE: 24/12/2022
- **HVAC certification**
DATE: 08/09/2017

WORK EXPERIENCE

- Working in **DIGIMETRIX TECHNOLOGIES PVT LTD**, Bangalore as a salesforce developer since July 2021.
- Working in **AEROGEM SALES & SERVICE**, Bangalore as a site engineer from October 2017 to June 2021.

EXPERIENCE: DIGIMETRIX TECHNOLOGIES PVT LTD (DECEMBER 2019 to Present)

PROJECT #1

Title : Salesforce Developer/ Engineer
Client : Cisco Service Delivery Platform (CISCO CX)
Environment : Salesforce.com

Description:

Cisco has developed its ERP system on Salesforce Platform. Leveraging or customizing the functionality based on the business requirement. Cisco was having maintained its global projects on the salesforce platform. The end users are the Project Managers and N/w Consulting engineers and they maintain cisco products to their customers on the platform.

Responsibilities

- Involved in the Requirement gathering from the client location knowledge transfer and setting expectations on project progress at the client end.
- Worked on various **Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.**
- Participate in Customer discussions and project related day-to-day interactions. Obtain the necessary clarification from the customer as and when required.
- Worked on **Apex classes, Apex triggers Test classes.**
- Involved in the Development of **Apex Classes, Visualforce Pages.**
- Achieving Test Coverage more than 75% and maintaining the same at the time of enhancements and preparation of Unit Test plans
- Worked on Sales force Automation tools for the business requirements.
- Working on **admin activities** based on the requirements.
- Data Load in sandbox and production using **Data Loader.**
- Involved in Data Migration Activity.
- Created **LWC components** with Record detail page, parent to child communication, child to parent communication and Un related components.
- Working on the incidents for the issues from users.

PROJECT #2

Title : Salesforce Developer
Client : NetApp
Environment : Salesforce.com

Description:

It is driving its sales through Salesforce Sales Cloud built on Force.com. This project started from scratch where the sales process entirely was migrated from Siebel Platform to Salesforce.com. Different systems were integrated with salesforce which includes ELOQUA, Everest (Quote Management) and Oracle OM Console (Order Management). This project is totally based on Agile and with each sprint Backlogs of Request from Product Owners, Users and Partners are tracked, designed, developed and tested with a frequency of 2 Releases every 3 months.

Responsibilities

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solutions.
- Involved in the Development of **Apex Classes, Visualforce Pages**.
- Writing Apex Triggers and Controller classes by keeping in mind SFDC governor limits
- Achieving Test Coverage more than 75% and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.
- Created **LWC components** with Record detail page, parent to child communication, child to parent communication and Un related components.
- Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
- Coordinating with team and sending Daily Sales Report.
- Working on **admin activities** based on the requirements.
- Developed and Customizing salesforce.com application based on the user needs.
- Developed field & page layout customization for the standard objects like **Account, contact, Leads**.
- Maintained and gave permissions to communication templates based on Profiles.
- Involved in maintaining **Public Groups**.
- Worked on **Record Types, Validation Rules, Triggers and Page Layouts**.
- Imported accounts and contacts data through Import Wizard.
- Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
- Created **Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages** to manage the Workflow & Approvals.
- Created new custom objects, assigned fields, custom tabs, components, custom reports.
- Providing Security controls to whole business users during production cutover.

PREVIOUS EXPERIENCE: AEROGEM SALES & SERVICE (SEPTEMBER 2017- DECEMBER 2019)

Previous Projects:

1) **DAYANAND SAGAR UNIVERSITY** (Bangalore)

Role: MEP Engineer

Responsibilities:

- Execution & commissioning of all the HVAC and ELECTRICAL SYSTEMS.
- Having discussions with client for getting Approvals for drawings.
- Preparing the planning for completion of project.
- Execution & commissioning of all the HVAC equipments like INDOOR, OUTDOOR, AHU, AUTO SEQUENTIAL PANEL, RELATIVE HUMIDITY, etc.
- Installation of low side work material like cu pipe, cable, drip tray, room sensors and ducting works etc.
- Attending daily meetings with client and updating schedule and taking clearance for complex works.
- Testing & commissioning of all the equipments.
- Commissioning of all the HVAC UNITS like indoor, outdoor, AHU, operation theatre, toilet exhaust fans etc.
- Closing the final bill and preparing handing over document with as built drawing
- Maintain the all HVAC system till handover to client.

EDUCATION DETAILS

- B.Tech (Bachelor of Technology) from JNT University, KAKINADA (2012-2016)

PERSONAL PROFILE

Name : A. Chinni Krishna
Fathers Name : Satyanarayana murthy
Nationality : Indian
Date of Birth : 08th May 1995
Languages known : Telugu, English, Kannada and Hindi
Passport No : N9110360

Declaration:

I hereby declare that the information furnished above is true to the best of my knowledge

PLACE:

DATE:

(A. Chinni Krishna)