SHASHI KANTH

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TECHNICAL SUMMARY

- Having **6+Years** of professional experience in which 4+ Years of experience in various phases of Development, Testing, and implementation of Salesforce.com**'s** PaaS and CRM.
- Having working experience in Lightening Design System.
- Expertise in Visual Force Pages, Apex Controller and Classes, Apex Triggers, Validation Rules, Custom Settings and Custom components.
- Followed best practices in writing Apex Triggers for various functional needs in the application.
- Involved in Unit Testing and Code Coverage while testing and deployment.
- Hands-on experience in implementing Batch Apex, Scheduling Apex interfaces and Visual Workflow.
- Created Custom Objects, Custom fields, Custom Page layouts, and other standard Functionalities.
- Well-versed in Security and Sharing rules of 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 and OWD rules.
- Extensive experience in SFDC Administration and creating Roles, Profiles, Page layouts, Workflow Alerts and Actions, Approval Process, Record Types and Email Services.
- Experience in Data Migration using Import Wizard, Workbench and Apex Data Loader.
- Involved in Deployment process using Change Sets between various sandboxes.
- Having Experience in Deployment tools like GitHub, Jenkins, Mavens Mate and Source Tree,Having knowledge of OOPS concepts.

TECHNICAL SKILLS

Salesforce.com Skills & Tools	Apex Classes, Apex Triggers, SOQL, SOSL, DML Statements, Visualforce Pages, Apex Data Loader, Eclipse – Force.com IDE plugin, Workflows &Approvals, Reports, Dashboards & Analytics, Lightning Development. intelliJ+IdealBrain
Web Technologies	JavaScript, HTML, JQuery & CSS

WORK EXPERIENCE

- Worked in Cholamandalam as a Sr Salesforce Developer from Nov 2021 to Jun 2022
- Worked in Accenture as a Salesforce Developer from Sep 2017 to Oct 2021
- Worked in Tech Mahindra as Test Engineer from Jan 2016 to Aug 2017

Client: Chola

Project: Gallop & Time Sheet

  Gallop is a application for vehicle finance loans of the customer are re-paid by the customer in the form of periodic payments PDC/cash etc.Search based on the following parameters across the complete database of SFDC.

Roles & Responsibilities:

- Analyzed requirements, Involved in the development of modules.
- Developed Apex Classes & Triggers, Visual force pages to implement the business logic as per the requirements
- Created Email Templates, Approval Processes, and defined approval actions to automate the processes.
- Conducted all data migration using the salesforce.com import tool. Migrated data from MS Excel / CSV files to SFDC using Apex Data Loader.
- Implemented security and sharing rules 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.

Project: Aero – Quote Automation

        Quote Automation is a small part in Aero portal Application where Honeywell Customers request for quote for their products, this peace will handle the automated process like communicating between the different systems for Creating the Quotes in SAP, generating final quote for all products with prices in SAP and Create the SFDC Case if there any blocks or the quote is generated successfully on SAP side so the CSR's & customers notified on their Order conversion. SFDC will handle the Case creation in case of any blocks in final quote creation on SAP side, these cases will assign to CSR's to work upon for clearing the blocks. And SFDC handling the Email Notification where it is notifying the CSR's as well as Customers on their Quote status and final information. SAP is communicating with SFDC Services through Apigee as middle layer.

Roles & Responsibilities:

- Implemented security and sharing rules 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.

- And same service will be handling the Email Notification to the customers & CSR's.
- Maintaining the different format Email templates for Email notifications.
- Involving in developing test classes for service class & Unit testing.

Project: Aero – SPoG (Single Pain of Glass Tower)

SPoG is an application where Honeywell Customer represents widely used for their Day to Day Activities like work on their assigned cases and communicate with customers on their queries related to Order & Shipment information. This application is developed in SFDC using aura components and Integrated with SAP for data level communication. SFDC is the source system and communicated with SAP for displaying Orders, Pricing, Stock availability & Shipments information. The CSR's can be able to filter all this information based on Material, Order & Customer level information. SFDC is communicate with SAP Services through Apigee as middle layer.

Roles & Responsibilities:

- Developed Different Aura components for displaying filters and CSR's assigned Cases information on page.
- Developed Different Aura components for displaying filters and Order, Pricing, Stock availability information on page.
- Developed Different Aura components for displaying filters and Shipment information on page.
- Created different flexi pages for each feature in SPoG Application.
- Developed Aura Events for communicating between Components.
- Developed different Apex classes to invoke the SAP services and communicate response back to aura components.
- Involved in developing test classes for all Business classes & Unit testing.

Project: Aero – Appian

Aero Appian is an application where Honeywell Customer represents widely used for their Day-to-Day Activities like tracking and solving the Customers front issues in placing orders and after marketing. This application front end designed by using Appian Technology and it is Integrated with SFDC for data level communication. SFDC is the target system in the way of exposing the Case, Activity & Customer level information to the front end, and same way capturing the customers issues and CSR's Activities in SFDC. These Services are communicated through Apigee middle layer.

Roles & Responsibilities:

- Developed Different Rest services for exposing the Case, Activity & Customer level information to the front-end Application.
- Developed Rest Service for Capturing customer issues and CSR's Activities in Case & Activity tables.

- Developed the services in flexible way, the business can configure what data the service should expose and Capture into the SFDC.
- Maintained the Service-related data configurable in SFDC system.
- Involved in developing test classes for all rest services & Unit testing.

Clients: Talent Rover

Description: Talent Rover is a software as a service (SaaS) company that modernizes the staffing and recruitment industry. Talent Rover is a fully mobile, cloud-based solution that integrates social media, and combines a robust applicant tracking system (ATS), with customer relationship management (CRM), human resource & benefits administration (HRIS), online timesheets & expense reports and integrated accounting software.

Roles &Responsibilities:

- Written Apex Triggers, Apex Classes & configured Workflow rules for specific clients whom I was responsible for.
- Worked on Email services for Unsubscribe feature and Developed custom list views.
- Designed Visualforce page to notify the user about the Document conversion status using Streaming API which gets events from Talent Rover's (.Net) Server.
- Performed various rubber duck debugging and hotfixes in Production environment and worked on Job Board setup based on force.com sites.
- Worked on Salesforce Communities, Visualforce Components and Compliance development for Huntress.
- Worked on Daxtra application, Parsing Resumes, Resume Editors and Formatted Resumes and Sites.
- Worked on Job Management, Candidate Management, CV Management Asset Management, Job Submittals and Daxtra Search.
- Worked on Content Management System of Salesforce to Store documents while converting and Viewing.
- Worked on Integration Development: Logic Melon and Broad Bean.
- Worked on Lightening aura Components.
- Worked on Customization of the Sales, Marketing & Service cloud features

Project: Mforce

Description: Mforce Marketing is a CRM built- solution using PaaS (Force.com) platform of SFDC that uses confined sealed ended marketing by bringing together functional, strategic, and analytical processes from incubation to designing, execution, and post-analysis. Multi-Channel Campaign Management like email, direct mail, social media, telemarketing etc. Analytics and Reporting with advanced reports and charts. Mforce Marketing helps marketers plan, manage and monitor revenue objectives, and KPIs across each stage of the revenue cycle.

Roles & Responsibilities:

- Tailored **Leads and Campaigns** objects for creation of Lead Scoring, Lead Velocity and Lead Quality, Created Strategic Plans.
- Created additional Campaigns and associated them to the Lead's creation.
- Customized existing and also created some SObjects, Fields and other components in SFDC according to the client's business requirements.
- Created Database Triggers, Functions and Packages. Optimized queries using rule based & cost-based approach.
- Customized Cases and Solutions Objects as per instances.
- Used Data Loader and Export, Import utilities for data loading.
- Modified existing forms, reports, and graphs as per the enhancement.
- Customized existing Price books and generated Quotes for the products of client.
- Created Tasks for E-mail and Field update alerts.
- Provided support for Employees in understanding of CRM functional flow of SFDC.

Project: Customer Visit Center
Description: The Customer Visit Center provides an opportunity for customers and non-customers to schedule their meetings as per requirement. This product enables users to plan visits in a more pre-planned way. Users can plan their agenda, customize it at any instance. This app acts as an interface between client and user. Once the user submits his proposed agenda for the meet, the request is processed by a scheduler. Scheduler closely works with the requests received, assigns Briefing Manager for Full Service Request type and track's progress of day to day activity.

Roles & Responsibilities

- Gathered requirements and understood the business flow.
- Created Custom objects like Customer Information, Agenda, Strategic Plan, Scheduler, Managers, and Activities.
- Designed various pages like Customer Visit Page, Scheduler Page, Briefing Manager Assignment Page, Request's Status Page, Tracking Page, User Profile Information Page Worked on Sites.com
- Created different Record Types, Page Layouts, creating profiles for Each user
- Created validation rule, workflow rule, Email Services, Permission Sets, Feed Tracking
- Worked on Reports, Dashboards, also overriding the Existing Standard objects.

EDUCATIONAL DETAILS

- MSC Computers from University of Wales in Cardiff