**Resume**

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Professional Summary:

* Having 4 Years of Experience in development, administration, configuration, Implementation and Support of sales force CRM.
* Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
* Hands on experience with Apex Language, Apex Trigger, Apex Class, Apex Test Methods, Visualforce Pages, Visualforce Components & Controllers.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards.
* Extensive experience in data migration and using Data Loader
* Extensive experience in designing Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes.
* Hands on Experience in creation of SFM wizards and Transactions as per the Requirement.
* Hands on Experience in building the requirements in ServiceMax Offline for FSA , IPhone and IPads.
* Creation of Users, Roles and Profiles and applying securities at all levels.
* Designing of an Application and Creating Objects with respect to the Application.
* Designing Triggers on various Objects with respect to the requirement.
* Creation of Batch and Schedule Apex Classes.
* Designing of UI pages in Visual force with respect to the Controllers.
* Involved in Unit Testing and Test Coverage for triggers.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Professional Qualification:**

* B-Tech(CSE) from JNTU in 2015.

**TECHINICAL SKILLS:**

* CRM : Salesforce.com, ServiceMax.
* Operating Systems : Windows, Linux.
* User Interface : Visual Force Page.
* LANGUAGES : Apex, Core Java.
* Web Technologies : HTML, JavaScript.
* SFDC Tools : Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Import Wizard.

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| **Professional Experience:**   * Working as a **Software Developer** in **Pramati Technologies Private Limited .** * Worked as a **Software Developer** in **Cognizant Technology Solutions** for Philips Healthcare Project at Client Location in Bengaluru from March 2018 to April 2019. * Worked as a **Software Developer** in **TechMahindra** for Major client General Electrics. from August 2015 to March 2018. * Platform Developer – I Certified. * Received **Bravo** Award for the Work Commitment shown towards the Project. | |
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Project Summary

Project#1:

**Title :GEHC NextGen Service CRM**

**Role : ServiceMax & Salesforce Developer & Administrator**

**Client :General Electric**

**Project Description:**

General Electric (GE) is an American multinational conglomerate corporation incorporated in New York, and headquartered in Boston, Massachusetts. As of 2016, the company operates through the following segments: Power & Water, Oil and Gas, Aviation, Healthcare, Transportation and Capital which cater to the needs of Financial services, Medical devices, Life Sciences, Pharmaceutical, Automotive, Software Development and Engineering industries.

The world's leading generic and specialty pharmaceutical company General Electric, providing products to customers in number of countries and territories. The company maintains one of the industry's broadest and highest quality product portfolios, which is regularly bolstered by an innovative and robust product pipeline. It has attained leading positions in key international markets through its wide array of dosage forms and delivery systems, significant manufacturing capacity, global commercial scale and a committed focus on quality and customer service.

**Roles & Responsibilities:**

• Involved in creating the custom objects, tabs, fields, formulas.

• Creating Validation rules for business needs.

• Involved in creating reports and dashboards.

• Involved in writing the triggers and apex class.

• Developed application using Apex Controller, Visual Force pages.

• Design and Invoking the Workflows to automate the Business Process.

• ServiceMax Development as per the business needs i.e SFM Transactions, Wizards.

• Developed the requirements in ServiceMax Offline for FSA , IPhone and IPads.

• Performed Unit Testing in System mode and User mode along with Deployment.

Project#2:

**Title : Philips-Req2Res Service Cloud 4F r**

**Role : ServiceMax & Salesforce Developer & Administrator**

**Client : Philips Healthcare Netherlands**

**Project Description:**

Philips N.V. (Philips, stylized as PHILIPS) is a Dutch multinational technology company headquartered in Amsterdam currently focused in the area of healthcare. Philips is organized into three main divisions: Philips Consumer Lifestyle (formerly Philips Consumer Electronics and Philips Domestic Appliances and Personal Care), Philips Healthcare (formerly Philips Medical Systems) and Signify N.V. (known as Philips Lighting prior to 2018) The world's leading generic and specialty Healthcare company Philips, providing products to customers in number of countries and territories. The company maintains one of the industry's broadest and highest quality product portfolios, which is regularly bolstered by an innovative and robust product pipeline. This Project mainly committed towards the focus on quality and customer service for the products provided.

**Roles & Responsibilities:**

• ServiceMax Development as per the business needs i.e SFM Transactions, Wizards.

• Involved in writing the triggers and apex classes as per the business Requirements.

• Developed the requirements in ServiceMax Offline for FSA , IPhone and IPads.

• Working Along with SAP and ESB Team to make the Flow run smoothly from ServiceMax to SAP.

• Also available for the Support at the time of Defect Fixes in Quality i.e SIT and UAT.

• Involved in creating the custom objects, tabs, fields, formulas.

• Involved in creating reports and dashboards.

• Design and Invoking the Workflows to automate the Business Process.

• Worked on different Objects and created validation rules, triggers as per the requirements.

• Performed Unit Testing in System mode and User mode along with Deployment.

**(Surya Prakash Gupta)**