BHARATH KUMAR REDDY Y
Salesforce Developer

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PROFESSIONAL SUMMARY:

- **2 + years** of experience in IT Industry as **Salesforce CRM.**
- Salesforce.com Configuration concepts (Process Builder, Approval Process, Workflows, Email services, Custom Settings, Custom Label.
- Strong experience in defining, managing, and creating Custom Objects, Page layouts, Types, Field Validations, Formulas and Workflow rules. Flows on Salesforce.com.
- Experience in **Apex Classes, Apex triggers, Lightning Web components, Basics of Integrations, Aura Components, Visual Force pages, SOQL, SOSL and Unit Testing.**
- Having valuable Experience in activities related to SFDC **Saleforce.com Setup, Configuration, Customization, Testing, and deployment** to production of applications to **Force.com** platform.
- Created Customized UI as per the client and application requirements using lightning components.
- Developed Custom objects and created **Page-Layouts**, and Record-types to meet the various requirements.
- Experience in configuring the **Master-Detail**, Look-up, Many-to-many, junction object and Hierarchical relationships and automate the business Process using Workflow rules, Approval Process.
- Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns and Opportunities.
- Experience in Data migration from excel and csv files using **data loader** and **data import wizard.**
- Good Understanding and Knowledge in Aura Component and LWC

Certifications:

- **Salesforce Administrator Certified**
- **Salesforce Platform developer 1 Certified**

TECHNICAL SKILLS:

Salesforce Technologies	**:**	**Salesforce Admin** Apex Classes, Test Classes, SOQL, SOSL, LWC, Rest API and Triggers
Web Technologies	**:**	HTML, CSS, JavaScript
Salesforce Tools	**:**	Salesforce.com, Visual Studio Code
Databases and Tools	:	SQL,SOQL,Force.com

EDUCATION QUALIFICATION:

Bachelor of Technology (B. TECH): Computer Science and Engineering (**JNTUA**)

Project Summary 1:

Project Title   **:**   ACS
Client   **:**   Alaska Communications Pvt Ltd
Role   **:**   Salesforce Developer
Platform   **:**   Salesforce CRM, Force.com**Technologies** **:**
Salesforce CRM, Sales Cloud

Description:

Alaska Communications (a subsidiary company of ATNI) is a leading provider of advanced broadband and managed IT services for businesses and consumers in Alaska. The company operates a highly reliable, advanced state wide data network and the most diverse undersea fibre optic cable connecting Alaska to the contiguous U.S.

ACS is creating and ecommerce app, web, and mobile app for the customers to place orders. For Fibre/Wireless Internet Customers, creating Lead - Customer - Order Management process is set up on Salesforce Sales Cloud. Implemented Rep Assisted Order Placing for the customer for placing a New Order, Cancel Order, Move Order (to move from one location to another), Suspend Order (Temporary Internet Service Suspension), Upgrade- Downgrade Plan Orders.

Implemented Case Management process on SFDC. where support representatives, if received the call can log tickets for customers queries.

Integrated SFDC with customer facing applications to receive orders and push to SNOW via Integration for order activations. Integrated with Billing system to fetch customer billing history.

Responsibilities:

• Getting, understanding, and analyzing the requirements, and mapping them to Sales force functionality.
• I involved in Administration (configuration changes), Development (Customization) and Deployment activities of Salesforce.com, Lightening experience & Lightening Component framework.
• Worked on Rest API's Integrations, Lightning web component, Test classes by following the best practice, Apex classes and test classes
• I supported to Integrations for few modules created records in Sandbox.
• Involved in project meetings, daily status meetings and client calls.
• I involved in Administration (configuration changes), Development (Customization)and Deployment activities of Salesforce.com, Lightening experience & Lightening Component framework.
• Involved in Building Custom Objects, tabs, Workflows, Community Cloud.

Project Summary 2:

Name   **: IDFC FIRST BANK**
Environment   **: Salesforce.**
Role   **: Developer.**

Description   : IDFC First Bank is an Indian Public Sector Bank that is owned by IDFC, an integrated infrastructure finance company. ICON APP is used to capture all the required documents and used to validate the customer details through virtual mode
by using tablet, where we can access in offline mode also. Icon app is easy to onboard the loan applicant and it is integrated with SFDC and business banking group org (BBG). It Includes different validations before approving the loan like (pan id, customer credit history, IT service, hunter check (fraud check)). Generates credit model based on Financials/values.

Responsibilities:

- Developed an App called ICON App which can be used Relationship managers.
- Attended Customer and relationship mangers interactive sessions and conducted Brain storming sessions to gather the requirements.
- Worked on process builders & workflows Automation in configurations level.
- Responsible to make the functional preparations which are presented to the stakeholders and then the project manager and other team members
- Experience on deployments with change sets and Data migration.
- Attended RM supporting sessions where our team will be guiding relationship managers when they got structed in entering the details or validating the details.

Project Summary 3:

Title	:	**DZSi** .
Role	:	**Configuration and Business Analyst.**
Environment	**:**	**SalesForce.com.**

Description:

DZS solutions are deployed in 100+ countries across the world, empowering Service Providers and Enterprises to deliver the internet connection experience of the future today. Salesforce is playing major role in Closing the Sales deals faster using CPQ and Resolving Customer issues on time using Service Cloud and Customer Community.

Responsibilities:

- Creating custom fields, layouts, relation to other objects for custom objects.
- Made the functional preparations which are presented to the stakeholders and then the project manager and other team members.
- Worked with business users (people who acts within, or is affected by, the business system to obtain a benefit or solve a problem) to gather and elicit the business requirements for further documenting and project planning.
- Web to lead form for lead resource into Salesforce.
- Involved in designing visual force Pages.
- Worked Profile and Roles.
- Worked on dynamic apex fields to display in lightning component and design pages.

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Place:
Date:

(BHARATH KUMAR REDDY Y)