BHASKER PABBOJU
Salesforce Developer

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Career Summary

- An effective communicator with excellent relationship, management having strong analytical, problem solving, organizational and leadership abilities.
- A team player with strong interpersonal and communication skills and potential to perform under result driven system.
- Possesses an Industrious disposition & belief in constantly upgrading one's knowledge in this ever changing technological environment.

Professional Summary

- **Overall 4 + years** of Professional IT experience and relevant **3+ years** of experience into salesforce.
- Proficient in **Administration, Configuration, Development, Implementation** on **Salesforce.com**
- Build **custom Salesforce Lightning app** by Creating, Managing, implementing **custom objects** and **customizing standard objects**.
- Good knowledge of SFDC Administrative tasks like **Object Relationships** and **SFDC out-of-box functionalities** such as **Page Layout, Record Types and Validation rules**
- Involved in **Data Management** using **Data Import Wizard, Data Export Wizard, Data Loader** and **Workbench**
- Involved in automating different business process using **Workflow rules, Process builder, Flows** and **Approval Processes** and **creating Email Services, Tasks and actions.**
- Proficiency in SFDC configuration like **Profiles, Roles, User Management, Custom Tabs** and **Fields**
- Good knowledge and understanding of **SFDC Security** and **Sharing Model, Organization-Wide Defaults (OWD)**
- Experience in creating **Reports** and **Dashboards** as per business requirement
- Involved in customization of **Sales Cloud** and **Service Cloud** as per client requirement
- Designed and developed **Apex Classes, Apex Triggers, Test Classes, Test Methods, Batch Apex, Scheduler apex, Future method Controller Classes and Visualforce pages** for various functional needs in the application
- Good Knowledge of **SOQL**, **SOSL**, **DML operations** and **Governor limit**
- Knowledge of **Web Services, REST, SOAP APIs, OAuth, Connected Apps, Integration and Deployment.**
- Hands on experience in **Salesforce Lightning Interface**
- Good Exposure to **Software Development Life Cycle (Agile Scrum)**

Academic Qualification

- **B-Tech (E.E.E)** from **Indur Institute of Engineering and Technology** affiliated to **JNTU, Hyderabad**.

Professional Experience

- Currently working with **Motech Software Pvt Ltd** as **Software Engineer** from November 2018 to till January 2023.

Technical Skills

Software and Languages: Apex, HTML, CSS, Java script, SOSL, SOQL

Salesforce Technologies: Salesforce CRM, Standard/Custom Objects, Relationships, Validation rules, Record Types, Sales Cloud, Service Cloud, Assignment, Auto-response and Escalation rules, Workflow rules, process builder, flows Approvals, Security and sharing model, Reports and Dashboards Apex, SOQL, SOSL, Triggers, Test Class, Batch class, Lightning Aura Components, Lightning Web Components

Tools and Utilities: Salesforce.com platform, S-Objects, Data Loader, Sandbox data loading, Agile Methodology, Jira, VS code IDE, Version Control Systems like GIT and Unit Test, DML operations, Lightning Components, Integration, Deployment, Lightning App Builder

Professional Experience

Project 01:

Title: Smart Track   **Duration:** March 2021 to Present

Role: Salesforce Developer   **Team Size:** 05

Description: SmartTrack is a client relationship management tool. The SmartTrack provides quotation to customers for interested properties from dealers located in the same locality. After receiving quotations, customer will compare and visit the dealer. It has different modules like deal management where our users keep track of different stages of a deal and other modules like lead, account, contacts. It is integrated with Marketo application for email engagements and generating campaigns.

Role and Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Developed and configured various Custom Reports and Report folders for different user profiles based on the need in the organization.
- Implemented Web-to-Lead entry for entering potential customers in Leads Tab. Also implemented Assignment rules and Auto response rules.
- Developed dashboards to show analytical data on regular basis for the sales performance and lead generation statistics.
- Created Profiles and implemented object and field level security to hide critical information from the profile users.
- Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.

- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
- Used JIRA for tracking the tickets created, tickets assigned and releases to deliver services on time.
- Used Force.com developer toolkit including Apex Classes, Apex Triggers and batch classes to develop custom business logic.
- Used SOQL SOSL for data manipulation needs of the application using platform database objects.

Project 02:

Title: TDS Telecom   **Duration:** March 2019 to January 2021
Role: Salesforce Developer   **Team Size:** 06

Description: TDS Telecom is a telecom and internet service provider in USA. TDS wanted to deploy a business intelligence solution, so we developed in Salesforce CRM for Customer billing analysis and sales analysis. By Using the system analysts are able to better analyze the daily and monthly bills (customer wise, sales organization wise, product wise, service connection wise) and sales transactions (including daily, monthly reports of sales and activation reports).

Roles and Responsibilities:
- Interacted with various business team members to gather the requirements and documented the requirements and perform the role of Salesforce.com administrator in the organization
- Involved in requirement gathering, analysis and estimation
- Developed Visualforce Pages, Apex Classes and Apex Triggers as per requirement.
- Implemented security and sharing rules at Object, Field, and Record level for different users at different levels
- Developed different business processes with Process Builder.
- Handling Web to Lead, Auto Response rule, Escalation Rule, Matching Rule, Duplication Rule, Validation rules.
- Involved in Setting up Permission Sets, Sharing rules and OWD Security settings.
- Created flows and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.