**KRISHNA CHAITANYA**

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**PROFESSIONAL SUMMARY:**

* 12+ years of Salesforce.com experience implementing Configuring and Customization.
* Experience working with Sales Cloud, Service Cloud, Banking, community applications and Omni studio, Omnistudio for Vlocity,CPQ
* Played composite role comprising of Salesforce Developer, Deployments, Administrator, Data Migration, Business Documentation and SFDC Testing
* Working on APEX Classes with best practices to enhance performance, encompassing techniques such as bulkifying the code, refining error handling, eliminating unused variables, introducing private methods, and optimizing SOQL queries. Additionally, developing APEX Test cases following best practices, like @TestSetup for efficient data setup within the Test Class, employing assertions, creating both Positive and Negative Test Cases, avoiding the use of SeeAllData, ensuring Governor limits clearance for each test method, and conducting thorough testing with Bulk data.
* Leveraged the Salesforce Data and Security Model. This includes configuring profiles, permission sets, and role hierarchies to establish precise access controls. Additionally, implemented sharing rules, record-level security, and field-level security, ensuring the confidentiality and integrity of data across various objects.
* Worked on Configuration, Customization, Synchronous and Asynchronous APEX.
* Proficient in integration using REST, Metadata APIs, Tooling API.
* Proficiency working with Development tools such as VS Code, Developer Console and Deployment tools such as ANT, Auto Rabbit, COPADO, GitHub, BitBucket and JENKINS.
* Worked in an Agile delivery environment. Used JIRA for Sprints.
* Worked both as independent contributor and collaboratively with a team

**EXPERIENCE SUMMARY**

* Working as Salesforce Developer at TELUS, Toronto, Canada from July 2021 to Till Date
* Worked as Salesforce Developer at TARION from May 2021 to July 2021.
* Worked as Salesforce Developer at Deloitte Digital**,** Toronto, Canada from Nov 2020 to April 2021
* Worked as Technology Specialist at WELLS FARGO, Hyderabad from Nov 2015 to Oct 23, 2020.
* Worked as Senior Software Engineer at AVANKIA LLC, Bangalore from Nov 2013 to Nov 2015
* Worked as a Software Engineer at IRIDIUM INTERACTIVE LIMITED,

Hyderabad from OCT 2010 to OCT 2013

**TELUS, Canada**| Salesforce Developer: Toronto, CANADA| July2021 – Till Date

**Professional Employment:**

Key Responsibilities

**Development**:

* Engaged in the development of Omniscript, Integration Procedures, and DataRaptors based on   
  business requirements.
* Worked on Order Flow and Quote Flow in Vlocity CPQ.
* Worked on both Omnistudio for Vlocity (Custom Objects) and Omnistudio (Standard Objects).
* Creating APEX Classes with best practices to improve the performance of logic execution. This includes bulkifying the code, improving error handling, removing existing unused variables across, APEX Classes creating more private methods, and optimizing SOQL queries.
* Creating APEX Test cases by following best practices such as using the @TestSetup method, creating data inside the Test Class instead of relying on sandbox data, asserting, creating Positive and Negative Test Cases, avoiding the use of SeeAllData, clearing Governor limits for each test method, and testing with Bulk data.
* Working on Vlocity for managing the Order Capture and Quote Flow operations within the industry's CPQ processes
* Working on both English and French Translations for the users while trying to review the Order Review PDF and Order Confirmation PDF
* Collaborating with Experience Portal to expose the Omniscript and FlexCards to the external user
* Implementing security measures for internal and external users through the use of Profiles, Permission Sets, OWD, Object and FLS.

**Deployment:**

* Using COPADO for merge conflicts and deploy to user stories to higher environments keeping GITHUB as the source of truth.

**Deloitte Canada**| Salesforce Developer: Toronto, CANADA| 25 November 2020 – April 2021

Client: HUMANA

**Development**:

* Working on Lightning Web Component (LWC) pages.
* Worked with Case management and Queues.
* Worked on Data analysis to create object structure in Salesforce to migrating from third party system (ORACLE tables).
* Worked with Mule Soft Team to create data in Salesforce.
* Working on Salesforce Health Cloud

**Deployment:**

* Using COPADO for merge conflicts and deploy to user stories to higher environments keeping GITHUB as the source of truth.

**WELLSFARGO INDIA** | Technology Specialist|Hyderabad, INDIA | 23 November 2015 – 23 Oct 2020

**Development**:

* Worked on Lightning Components, Component Events & Application Events.
* Working on the user stories assigned for CRE application
* Deploying the applications into Wells Fargo App Exchange
* Extending the Package Functionality of Existing Functionalities
* Taking the use cases from Onsite Counterpart and converting into Technical for COE team, giving daily updates to onsite partner
* Worked on lightning requirement for creating quick actions, SLDS, making controller requests using Aura framework.

**Deployment:**

* Using Auto Rabbit and VS Code for Deployments considering GIT Hub as source of truth.
* Managed code deployments from non-production to production environments
* Extensively worked on ANT deployments to migrate metadata.
* Responsible for collaborating with different teams for any dependencies on deployments.

**AVANKIA LLC. |** Senior Software Engineer| Bangalore, INDIA| November 2013 – November 2015

**Development**

* Interacting with clients to understand functional requirements and develop a technical solution.
* Extensively worked on Triggers, Apex classes, Batch APEX and VF pages.
* Extensively worked on Customizations involved in support tickets, which includes enhancing Trigger logic, APEX Classes, VF Pages, modifications on workflows, validation rules, and process builder.
* Developing and Handling issues related to Candidate Portal of Experience sites.
* Extensively worked with business users and customized applications as per the business usage.
* Worked on customizing the functionality for force.com sites for various clients of target recruit.

**Deployment**:

* Used ChangeSets to deploy the data from lower environment to higher environment
* Performing data migration activities using ETL tool: DB Sync to migrate data between from other sources like DB Sync to Salesforce.com

**IRIDIUMINTERACTIVE|** Software Engineer| Hyderabad, INDIA| Oct 2010 – Oct 2013

* Working on Data load activities
* Performing Administrative activities
* Creating documentation for Project
* Creating flow diagrams using MS Visio
* Salesforce Testing

**TECHNICAL SKILLS**

Salesforce.com🡪 Salesforce Development, Salesforce Admin

Omnistudio,Omnistudio for vlocity,JavaScript,

AURA Framework, LWC, SKUID Pages

METADATA API, SOAP API,REST API,.

DevOps Tools🡪 JIRA, GITHUB, COPADO, Auto Rabbit, VS Code, Eclipse

AutoRabbit, Eclipse, VS Code, COPADO, JENKINS

**Certifications**

* Salesforce Certified Platform Developer 1 🡪 (Certification Number # 20725432)
* Salesforce Certified OmniStudio Developer 🡪(Certification Number # 2261918)
* Salesforce.com Certified Developer 401 (SU13) 🡪 (Certification Number # 1615078)
* COPADO Certified Administrator 🡪006788