

KORRAPATI MURALI KRISHNA

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SUMMARY

Entry-level **Salesforce Developer** with foundational skills in Salesforce development and implementation. Eager to leverage technical knowledge and a strong enthusiasm for technology to enhance user experiences while contributing to a dynamic and growth-oriented organization.

EDUCATION

B. TECH - Computer Science and Engineering (Data Science)	2020 - 2024
Chalapathi Institute of Engineering & Technology, CGPA - 7.57	
Andhra Pradesh Board of Intermediate Education	2018 - 2020
Narayana Junior College, CGPA - 9.15	
Andhra Pradesh Board of Secondary School Education	2017 - 2018
Srinivasa High School, CGPA - 10.0	

SKILLS

Salesforce Administration: Salesforce CRM, Salesforce Configuration, Data Security Model, Profile, Permission Sets, Sharing Rules, Roles, Flows, Process Builder, Workflow Rules, Validation Rules, Page Layouts, User Management, Approval Process, Change Sets

Salesforce Development: Apex, Triggers, Test Classes, SOQL/SOSL, Asynchronous Apex, Batch Apex

UI Development: HTML, CSS, Lightning Web Components (LWC), Lightning Pages, Visualforce Basics

Data Management: Data Import Wizard, Data Loader, Reports and Dashboards

Integration Skills: REST/SOAP API Basics, Integration Fundamentals

PROJECTS

Car Rental Management System

Technologies: Salesforce

- Built a complete Car Rental Management Salesforce application (Cars, Bookings, Payments, Reviews) with streamlined end-to-end automation.
- Developed multiple Record-Triggered Flows and Validation Rules to enforce business processes and improve data quality.
- Implemented Apex Triggers and Service Classes for real-time booking confirmation, payment updates, and revenue calculations.
- Designed optimized Lightning Record Pages with related details and visuals to simplify navigation and enhance user productivity.
- Created Custom Metadata-driven pricing configurations enabling zero-code control for discounts and deposits.
- Built reusable LWCs such as Car Filter, Car Tile, Booking Modal & Review Panel to improve UI performance and experience.
- Integrated Automated email notifications and Case assignment processes to streamline customer support operations.

Sales Cloud Implementation For Lead Management

Technologies: Salesforce

- Built a Lead Management System in Salesforce to track and convert leads efficiently, reducing manual work.
- Configured Web-to-Lead forms, Lead Assignment Rules, and Auto-Response Rules to automate lead capture and routing.
- Automated follow-up task creation using Flows and email notifications with Apex Trigger, improving response time by 30%.
- Enabled real-time email notifications for high value opportunities, ensuring quick follow-ups.
- Successfully automated the lead capture and assignment process, reducing manual effort by 70%.
- Created custom dashboards and reports to help monitor lead progress and team performance.
- This solution improved lead conversion rates by enabling seamless data captures, efficient lead distribution and transparent communication across sales team

CERTIFICATIONS

Salesforce Certified Platform Developer I (PD1)

PERSONAL INFORMATION

Hobbies: Listening to music, Reading books, Playing Cricket

Strengths: Passion for Salesforce, Adaptability, Quick Learner.

DECLARATION

It is hereby declared that all information provided is accurate and authentic to the best of the individuals knowledge and belief.