***PROFESSIONAL SUMMARY***

* Results-driven salesforce professional with over 6+ years of experience on the salesforce platform, specializing in sales cloud, service cloud and experience cloud.
* Highly skilled salesforce professional with extensive experience in data loading and data migration.
* Proficient in utilizing tools like data loader, workbench, and third party ETL tools for seamless data management across salesforce platforms.
* Demonstrated expertise in planning and executing complex data migration projects, ensuring data integrity, accuracy and compliance throughout the process.
* Strong understanding of salesforce security models, including profiles, roles, sharing rules, and field level security to implement robust data protection strategies.
* Experienced in developing and customizing the servicemax application on the salesforce platform.
* Extensive knowledge of salesforce.com implementation cycle in sales and service modules.
* Good knowledge of Integration, Lightning, Apex classes, Apex triggers, Visualforce, SOQL, SOSL.
* Excellent written and verbal communication skills with effective troubleshooting mechanisms and highly adaptable to different work environments.
* Experience in onsite and offshore coordination.

WORK HISTORY

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| **Client** | **Duration** |
| Dormakaba AG | Aug 2022 – Dec 2024 |
| Veolia | Mar 2021 – Aug 2022 |
| Suez Water Solutions | Nov 2020 – Mar 2021 |
| Pfizer | Nov 2019 – Nov 2020 |
| DRDO | May 2018 – Nov 2019 |

***PROFESSIONAL EXPERIENCE***

**Client: Dormakaba AG Aug 2022 – Dec 2024**

**Role:** **Senior Salesforce Consultant**

**Responsibilities:**

* Involved in data preparation activities which includes analysis, cleansing and mapping the source data for accuracy and completeness.
* Used tools like data loader, workbench, salesforce inspector for importing/exporting data.
* Involved in execution of data migration strategies including mapping, transformation and validation.
* Involved in pre and post migration testing to ensure data integrity and system functionality.
* Implemented roles, profiles and sharing rules to ensure data protection.
* Involved in preparation of process documentation and providing regular updates to stakeholders.
* Involved in handling data errors, inconsistencies and optimizing the processes for efficiency.
* Worked with cross functional teams and trained users on data handling best practices.

**Client: Veolia Mar 2021 – Aug 2022**

**Role:** **Salesforce Consultant**

**Responsibilities:**

* Involved in Bulk API integration between Servicemax and SAP System where snap logic is the middleware between SAP and Servicemax.
* Involved in data mapping between snap logic and Servicemax for the dataflow.
* Developed multiple Process builders and flows for the best utilization of salesforce OOB features.
* Involved in maintaining the smooth data flow between the two systems and created multiple reports to find if there were any flaws in the integration.
* Supported the service flow as per the business requirement. Used ServiceMax App functionality in salesforce for developing the application used as service cloud.

**Client: Suez water Nov 2020 – Mar 2021**

**Role:** **Salesforce/Servicemax Consultant**

**Responsibilities:**

* Used Dispatch console functionality to create Subject, Confidential for event creation.
* Used Dispatch console functionality to configure the color for work order grid.
* Extensively used Trigger, Workflow Rules and Process builder.
* Used the reporting feature to create Reports, Work Order Service Report as per the Requirement.
* Unit testing of each component and control.
* Involved in implementation of Servicemax functionality on the ServicemaxGo App.

**Client: Pfizer Nov 2019 – Nov 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in design, build and customizing experience cloud sites to meet business requirements.
* Configuring themes, branding, navigation, and user access to create a user-friendly experience.
* Involved in integrating dynamic content interactions tailored to user roles and profiles.
* Worked in integrating the experience cloud with external systems using salesforce APIs, REST/SOAP web services and middleware.
* Involved in monitoring the data exchange across platforms.

**Client: DRDO May 2018 –Nov 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in building custom solutions using Apex, Visualforce and Lightning components to meet business requirements.
* Involved in customization of standard salesforce features like workflows, process builder and validation rules.
* Manage data imports/exports, deduplication, and cleansing using tools like data loader.
* Optimizing salesforce performance by refining SOQL queries and ensuring efficient use of system resources.

***EDUCATIONAL BACKGROUND***

* Bachelor’s in technology, Computer Science and Engineering, JNTU Kakinada.