CHETHAN NAYAK

| Salesforce Developer |

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PROFESSIONAL SUMMARY

- Overall 4+ years of IT experience with 3.2 years of experience in the development of Apex classes, and LWC on the salesforce.com platform.
- Worked on various clouds of Salesforce like., Sales Cloud, Service Cloud, Experience Cloud, and OmniStudio.
- Worked on implementing a Security model for data integrity, lightning flows, validation rules, and various out-of-the-box functionalities.
- Experience in Administration setup, Apex, and experience with different SFDC development tools like Visual code.
- Experience in data migration activities using tools such as Data Import Wizard, Data Loader, Work Bench, and Salesforce Inspector.
- Experience with API integration (REST) with third-party applications and established integration patterns.
- Designed and developed scalable Lightning Web Components (LWC) to enhance the user experience within SF platform.
- Developed and deployed custom solutions using Salesforce to streamline sales processes and enhance management.
- Proficient in using Lightning App Builder for custom applications.
- Experience in automating business processes using Workflow Rules, Process Builders, and Approval Processes to improve productivity and reduce manual effort based on application requirements.
- Ensured quality software delivery by maintaining organized and well-documented code considering governor limits, and performance optimization
- Designed and developed custom applications using the Salesforce Omni studio platform.
- Performing code reviews and debugging to ensure the quality of the code developed and supporting the testing.

SKILLS

- Clouds - Sales cloud, Service cloud, Experience cloud
- Programming Languages - Apex, SOQL, HTML, JavaScript and CSS.
- SFDC Tools: Data Loader, Force.com, Visual Studio Code, Developer Console.
- Salesforce.com - Lightning Web Component, Batch class, Apex Job, SOQL, Flows, Validation Rules, Schedule, Apex Classes, Apex Triggers, Asynchronous apex, Lightning Experience, Integration, Objects, Relationship, User management, Profiles, Permission Sets, Sharing rules, Email templates, Process builder, Reports & Dashboards, Flows, Custom settings, Custom metadata, Approval process, OWD settings, and LWC.
  Omni studio: Data raptors, Integration procedure, Flex cards, Omni script.
- Project Management Tools - Agile/Jira
- Deployment - Change set, Workbench

CERTIFICATIONS

- Salesforce Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified AI Associate

PROJECTS

Project Name: Human Resource Management
Summary: In this project, we approached the effective and efficient management of people in a company or organization so that they help their business gain a competitive advantage. We designed many components that help to maximize employee performance.
Responsibilities;

- Performed detailed analysis of business and technical requirements and designed the solution by LWC.
- Designed, implemented, and deployed the Custom objects, Page layouts, Custom tabs, and Components to suit the application's needs.
- Worked on record-triggered flows and scheduled apex functionalities.

- Worked on the configuration of the Experience cloud sites.
- Designed and Developed Apex Classes and Apex Triggers for various functional needs of the application.
- Developed logic to handle large data using Batch Classes and worked on Scheduled classes.
- Used DML for data manipulation needs of the application using platform database objects.
- Used Apex Data Loader to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.

Project Name: Order Management System
Summary: To ensure efficient tracking of orders and effective management of the related processes, a retail business needs to involve people, processes, and suppliers in a manner that creates a positive customer experience.
Responsibilities;

- Created Data model and validation Rules for Order Management application which serves the B2C business model and implemented public access settings for guest access.
- Responsible for setting up login restrictions and resetting the user passwords.
- Created a security model (OWD), Approval process, and Email templates.
- Developed Apex classes, triggers, and Lightning components to extend the functionality
- Configured Salesforce components such as Lightning Flow, and Process Builders.
- Worked closely with sales team and business analysts performed detailed analysis of business and technical requirements and designed the solution by customizing.
- Designed and deployed the Custom Objects, Custom Tabs, and Page Layouts to suit the needs.
- Performed unit testing for Apex classes and triggers in a sandbox instance.
- Used SOQL with consideration to Governor limits for data manipulation needs of the application
- Defined lookup and master-detail relationship on the objects and created junction object.
- Set up Omnichannel and added to the digital experience which helps customers chat with sales reps.
- Deployed Email to Case and Web to Case.
- Worked on the configuration of the Experience cloud sites.
- Developed custom applications UI using the Omnistudio platform using Data Raptors, Integration procedure, Flexcards, and Omniscript.
- Implemented Vlocity Integration Procedures to facilitate seamless data exchange, reducing manual efforts and improving data accuracy.

Project Name: Event Registration and Management System
Summary: Designed to streamline the registration process for events. It leverages a variety of Salesforce functionalities, including custom objects, profiles, permissions, classes, triggers, flows, and email templates, to provide a comprehensive solution for managing event registrations.
Responsibilities;

- Creating and managing user accounts, roles, profiles, role hierarchies, groups, security controls, and sharing settings.
- Creating page layouts, record types, validation rules, and formula fields.
- Building flows, defining related tasks, time-triggered tasks, email alerts, and field updates.
- Utilize Data Raptors to configure data transformations and business logic.
- Creating matching rules for duplicate management to avoid duplicates as per business requirements.
- Created login and registration features for the Experience cloud site.
- Performing unit testing to achieve optimal code coverage, ensuring the reliability and stability of the application before deployment.
- Developed Apex Classes, Apex Triggers, and Lightning web components for various functional needs in the application.
- Worked on Experience cloud knowledge setting and component visibility.
- Developed and customized OmniStudio solutions to streamline business processes and enhance user experience through OmniScripts, FlexCards, and Integration Procedures.
- Integrations with External Applications through Inbound and Outbound by Rest API

Project Name: M-Tiba
Summary: The platform is a proven health system integrator that supports the drive for universal health coverage and is revolutionizing the management of large-scale health schemes for consumers, insurers, healthcare providers, and governments.
Responsibilities;

- Creating page layouts, record types, validation rules, and formula fields.
- Creating and managing Profiles, role hierarchies, security controls, and sharing settings.

- Created Assignment rule, Auto response rule, and Escalation rule for Case management.
- Using Data Loader for inserting, updating, and bulk importing/exporting of data.
- Monitoring the login history table to identify user lockouts or excessive login errors.
- Developed Apex classes, triggers, and unit tests.
- Developing and configuring various dashboards, custom reports, and report folders for different user profiles based on the needs of the organization.

WORK EXPERIENCE

- Pletra Technologies India Pvt. Ltd.
- Rrootshell Technologiiss
- KVP Business Solutions
- Bioplus Life Science Pvt. Ltd.
- SMS Integrated Facility Services Pvt. Ltd.

EDUCATION

- Bachelor of Engineering | VTU | 2019
- 12 | DRM Science College | 2015
- 10 | Eshwaramma High School | 2013