

KOTESWARARAO KASANI

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WORK EXPERIENCE

Tata consultancy services

Salesforce Administrator & Developer

DEC 2021 - Present

Project: DuPont Specialty Products USA, LLC

- 3 Years of Experience as Salesforce Administrator and Developer.
- Collaborated with a huge team of highly skilled and motivated individuals in the process of developing Salesforce software in **Agile Methodology**.
- Collaborate with business analysts, product owners, and stakeholders to understand client requirements and translate them into technical specifications.
- Hands-on experience in **Role Hierarchy, Custom Profiles, Sharing settings, Public Groups** Creation, **User Management** and Expertise on building custom applications by using the **Lightning app builder**.
- Good knowledge on the Salesforce data model, **Object relationships** and **Data management** tools like Data Loader, Salesforce Inspector and Work bench etc.
- Acquired extensive business knowledge and customization experience on various Salesforce.com **Standard Objects** like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, and Created **Reports** and **Dashboards** to summarize and visualize the display data for management and marketing purposes.
- Design, implement and maintain using the Process automation tools **Workflow rules, Validation rules, Process builder, Approval process and Lightning Flows**.
- Created **Reports** and **Dashboards** to summarize and visualize the display data for management and marketing purposes.
- Design, develop, test, and deploy custom solutions on the Salesforce platform using **Apex, Test Classes, LWC, Apex Triggers, Batch Apex** and **Schedule Apex**.
- Gained exposure in Salesforce end-to-end project implementations with **Sales Cloud** expertise, collaboration, continuous integration and build server configurations and specializes in implementing and optimizing **Service Cloud** applications within the Salesforce ecosystem with a keen understanding of customer service processes and Salesforce platform capabilities.
- Good knowledge on the **B2B commerce** application in the current project. Portal & Partner users' creation and setting their storefront access to the external users.
- Experience on deployment tools like **Change sets** and **Copado**. Tested and deployed the system functionalities from sandbox to production.
- Troubleshoot and resolve issues in existing Salesforce implementations, providing timely and effective solutions.

SKILLS

- **Salesforce Development:** Lightning web components, Apex, Triggers, Batch classes, Schedule Apex.
- **Salesforce Administration:** Flows, Work flow rules, Approval processes, Process builders, Validation rules, Security modal, Data model.
- **Languages:** Apex, Java, SQL, SOQL, SOSL, HTML, CSS
- **Clouds:** Sales cloud, Service Cloud, B2B Commerce cloud, Experience Cloud, Service Max, CPQ.
- **Tools:** Jira, VS Code, Data loader, Workbench, Salesforce Inspector, Change sets, Copado

CERTIFICATIONS

Salesforce Certified Platform Developer I

Salesforce Certified Administrator

Salesforce Certified Advanced Administrator

Salesforce Certified AI Associate

Copado Fundamentals 1

EDUCATION

Sri Chundi Ranganayakulu Engineering College

Bachelors in Mechanical Engineering - 7.3	2018 - 2021
Diploma in Mechanical Engineering - 79%	2015 - 2018