PRASANNA KUMAR JAMI
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DOB: - 27/05/1997

Salesforce Developer

PROFILE SUMMARY

I have a total of 2+ **years'** experience with specialization in troubleshooting user issues, Core work involves solving business problems by providing solution to recurring technical issues.

Skilled salesforce with 2.6 years of experience in **Salesforce Developer role**. Strong structured testing knowledge and thorough understanding of quality assurance testing applications and concepts. Skilled in gathering and analyzing business requirements, conducting process mapping, and identifying opportunities for system optimization and improvement.

KEY SKILLS

- Excel, Microsoft Word and Basic Tableau
- Agile methodology, User management, Sales Cloud & Service Cloud, Business Analysis,
- Requirements Gathering & Analysis, Preparing Business related documents.
- Salesforce setup, Configuration, Implementation, Customization, Administration,
- Data Migration, security and sharing rules implementation at object, field, and record level,
- SOQL, Custom Objects, Custom Reports, Dashboards,
- APEX Programming, trigger LWC, Java Script, HTML, CSS, Visual force, Rest API.

WORK EXPERIENCE

Company worked in	Role	Years
PATRA CORP	Salesforce Developer	(June 2021 – 10th Oct 2023)
Cloud Crunch	Salesforce developer	(Nov 2023 to May 2024)

TECHNICAL EXPERTISE

SFDC Technologies	CRM, Standard objects/custom objects, Automation, Flows, Data loader, Reports, Dashboards, Force.com IDE, SOQL, SOSL, Agile accelerator and Tableau, Salesforce Inspector reloaded.

EDUCATIONAL DETAILS

- B-TECH From Jawharlal Nehru technical university 2016-2019
- Diploma in Mecahnical engineering From M.R.A.G.R GOVT ploytechinical college, vizianagaram in 2013- 2016.
- Secondary School (10th) From Shathiniketan vidyalaya School in 2013.

SOCIAL LINKS

Trailhead: - https://www.salesforce.com/trailblazer/pkumar3958

LinkedIn: - https://www.linkedin.com/in/prasanna-kumar-jami-933522193/

AREAS OF SFDC EXPERTISE

- Sales Cloud, salesforce Developer, salesforce Admin
- Epics and User Stories, eliciting requirements, Business case definition, Requirements writing,
- Requirements review, SIT, UAT, Effort Estimations, wire framing, Quality assurance.
- Profiles, Roles, Process Builder, **Flows**, Approval Processes, Assignment Rules, Reports,
- Dashboards, Integration, Service Cloud, and email to case, User management, and Service console.

LIVE PROJECTs (Client)

Fin corp	
Role	Salesforce Developer
Environment	Sales Cloud
Description	The project aimed to streamline and automate the financial plan renewal process for Financial Corp, improving efficiency, data visibility, and user experience within Salesforce. The goal was to create a seamless system that would automate key business workflows, including sending renewal details to clients and ensuring relevant data was accessible through customized reports and dashboards.
Responsibilities	- Managed live Salesforce projects, focusing on system administration and automation processes. - Designed and implemented Salesforce flows to automate business processes, improving efficiency and user experience. - Created custom objects, fields, and page layouts to meet client-specific requirements. - Developed and customized reports and dashboards to provide actionable insights into financial plans and performance. - Automated communication processes for customer plan renewals by setting up flows to send comprehensive plan details. - Ensured critical data visibility by configuring dashboards that presented up-to-date plan information for end-users and stakeholders. - Collaborated with cross-functional teams to ensure Salesforce solutions aligned with business needs, supporting continuous improvement. • Data management using Data Loader and Workbench, Salesforce inspector reloaded. • Maintain and develop the Custom objects, Custom fields, Custom tabs, and - Validation rules, Approval Processes, User management, page layouts, path - etc. • Managing data security like sharing settings, Profile level, Object level and Field level • Dashboard and report creation for managing services for different team.

(Paragon)	
Role	Salesforce developer
Environment	Sales Cloud

Description	The project involved replicating data from Salesforce to Google Sheets as per the client, Paragon's, requirements. The goal was to automate data synchronization between Salesforce and Google Sheets, allowing for real-time updates and easy access to key business data.
Responsibilities	- Worked on a live project to replicate data from Salesforce to Google Sheets, tailored to meet Paragon's client requirements. - Implemented asynchronous operations in Salesforce using Apex to efficiently send data to Google Sheets, ensuring minimal system disruption during data transfers. - Developed Google Apps Script in Google Sheets to receive and process data based on specific filters, automating the data retrieval process. - Configured Salesforce to send targeted data to Google Sheets, leveraging filters to ensure only relevant information was transferred and updated. - Automated the data synchronization between Salesforce and Google Sheets, enabling real-time updates and improving data accessibility for users. - Collaborated with stakeholders to refine requirements and ensure the solution met the client's business needs, enhancing overall workflow efficiency.