Naveen Gattu

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**Professional Summary:**

* Certified Salesforce Developer with 5.5 years of experience in the Salesforce.com CRM platform as a Salesforce Developer.
* Good knowledge and experience in Apex Development such as Triggers, Apex Classes, Batch Apex and Visual force pages.
* Good knowledge & experience working on REST API.
* Good understanding & experience in migrating classic pages to lightning, developing lightning pages.
* Good knowledge and experience on Lightning Design System (LDS) for developing dynamic Lightning components.
* Knowledge and experience working on CTI Dialer.
* Having knowledge and experience working on Angular Js.
* Hands on experience in developing apex triggers, process builder, workflows, approval process, validation rules & ANT Migration tool.
* Good understanding and experience on working with Reports and Dashboards.
* Good knowledge on Omni-channel.
* Good knowledge on Lightning Web Components.

**Work Experience:**

* Working as an Associate - Projects at Cognizant Technology Solutions from Sep 2021 to Till Now.
* Worked as an Associate Salesforce Developer at NUNC Systems Pvt Ltd from April 2019 to Sep 2021.

**Technical Skills:**

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| --- | --- |
| Salesforce Admin | Salesforce Configuration, Automations, Data modelling, Security model, OWD, Sharing, Page Layouts, Email template, formula, Validation rules, Formula fields, Workflows, Process builder and Flows |
| Salesforce Custom Development | Apex Classes, Triggers, Batch Apex, Schedule Apex and Visual Force |
| Salesforce Lightning | Aura Components, SLDS and LWC |
| Front End | HTML, Java Script, Angular Js, CSS |
| Integration | REST API |

**Certification:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer II

**Education:**

* B.Tech (ECE) from Christu Jyothi Institute of Technology.

**Project Experience:**

**Project #1:**

**Project Name:** Jones Lang LaSalle Inc (JLL)

**Role:** Salesforce Developer

**Duration:** June-2022 to Present.

**Environment:** Salesforce CRM

**Description:**

Jones Lang LaSalle Inc (JLL) is a provider of real estate and investment management services. It carries out property and corporate facility management services. The company provides services to various property types such as offices, industrial, retail, multi-family residential, hotels, hospitals, government and education facilities, sports facilities, critical care environments and data centers, cultural institutions, infrastructure projects, and transportation centers. It carries out an investment management business as LaSalle Investment Management.

**Roles & Responsibilities:**

* Worked on the Service and Sales cloud to meet the requirements of the project.
* Worked on Lightning Web Components for some specific requirements.
* Worked on Apex classes, Triggers, Process Builders, Flows, Workflows, Validation Rules.
* Worked on Custom objects, Custom fields, Record Types, Page layouts, Lightning Record Pages.
* Experience in security and sharing rules at object, field, and record level for different users at different levels of organization.

**Project #2:**

**Project Name:** Toyota Motor North America (TMNA)

**Role:** Salesforce Developer

**Duration:** Sep-2021 to May-2022.

**Environment:** Salesforce CRM

**Description:**

Toyota Motor North America (TMNA) is the operating subsidiary that oversees all operations of the Toyota Motor Corporation in Canada, Mexico, and the United States. Its operations include research and development, manufacturing, sales, marketing, after sales and corporate functions, which are controlled by TMNA.

**Roles & Responsibilities:**

* Worked on the Service cloud to meet the requirements of the project.
* Built Lightning Web Components for some specific requirements.
* Worked on Apex classes, Triggers, Process Builders, Flows, Workflows, Validation Rules.
* Worked on Custom objects, Custom fields, Record Types, Page layouts, Lightning Record Pages.
* Experience in security and sharing rules at object, field, and record level for different users at different levels of organization.

**Project #3:**

**Project Name:** ValueText App (SMS, MMS, WhatsApp & CTI)

**Role:** Salesforce Developer

**Duration:** July-2019 to Sep-2021.

**Environment:** Salesforce CRM.

**Description:** Plug & Play App for SMS, MMS, Telegram & WhatsApp texting automation.

ValueText is an easy to use SMS, WhatsApp, Telegram & CTI app to communicate with customers worldwide.

It is used for Single, Bulk messages and Sends Automation & Schedule messages by using Workflow, Process Builder, Apex and Apex Triggers.

**Roles & Responsibilities:**

* Configured/customized the application as per the client's requirement.
* Developed Mini Chat Console (one to one conversation) by using platform event for incoming messages in the lightning component.
* And CTI Dialler for interacting with the customers through calls.
* ValueText Dashboard for representing all incoming and outgoing messages.
* Chat Console (one to many conversation) enhancements.
* Designed & developed message notification component.
* Developed application enhancements.
* Developed Telegram message service.
* WhatsApp & SMS services from Twilio.
* Short URL process from bitly and salesforce.
* Designed & developed apex classes, lightning component and vf pages.

**Project #4:**

**Project Name:** HKT (Hong Kong Telecom) Limited

**Role:** Salesforce Developer

**Duration:** May-2021 to Aug-2021.

**Environment:** Salesforce CRM

**Description:**

Hong Kong Telecom is one of the largest telecommunications companies of Hong Kong. It has a dominant position in fixed-line, mobile, IDD and broadband services in Hong Kong. HKT Group has been a subsidiary of PCCW since 2000, after it was acquired from Cable & Wireless plc. HKT interacts with their customers by using the ValueText App.

**Roles & Responsibilities:**

* Developed Incoming Message Flow it has three categories:

1. Dedicated Agent

2. Non-dedicated agent with E-name Card

3. Non-dedicated agent without E-name Card

* Developed and configured Skills-Based Routing Omni Channel based on:

1. Last agent feature is disabled or last agent is not found

2. And when transferring the case to the queue.

* Modified Mini Chat Console for when a parent case is linked for the case, all the parent case’s message history will be displayed in the Mini Chat Console. A line indicating Case Number will be added to segregate the messages for better display. And File attachments.