# SATISH CHALLA

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*Salesforce developer with 4+ years of expertise implementing challenging technological solutions. Expertise in creating scalable systems and integrating cloud services improves system efficiency and user happiness. A dedicated professional committed to using technology to optimize corporate processes.*

# SUMMARY

* Over 4+ years of IT experience with expertise in Salesforce development and integration.
* Salesforce Certified Platform Developer I, AI Associate, Administrator, and Copado Certified.
* Proficient in Salesforce Service Cloud, Apex development and Salesforce Integrations.
* Skilled in Salesforce automation tools and Lightning Web Components (LWC).
* Strong experience in configuring standard and custom objects, including validation rules, formulas, record types, and page layouts.
* Adept at managing user access using profiles, permission sets, and roles.
* Solid understanding of object-oriented programming concepts.
* Experienced in Agile development methodologies and Copado deployments.
* Hands-on experience with Quality Management Systems like TrackWise.
* Strong analytical and problem-solving skills to address complex issues effectively.
* Ability to work independently on enhancements and critical component fixes.
* Excellent written and verbal communication skills to build and maintain client engagement.

# EMPLOYMENT HISTORY

Currently working at **CAPGEMINI** as an **Associate Consultant** from September 2022 - Present.

**Project**: Salesforce Service Cloud & Integrations **Client**: American Dental Association (Nov 2022 – Present)

### Project Description:

Led the transformation of ADA's legacy system Aptify to Salesforce. This initiative involved leveraging core Service Cloud functionalities, including case and knowledge management, while integrating with various ADA vendors to enhance system efficiency and scalability.

### Roles and Responsibilities:

* Automated critical business logic processes to improve operational efficiency.
* Designed and implemented custom API callouts to integrate Salesforce with external systems.
* Developed Batch Apex, test classes, and adhered to Salesforce development best practices.
* Built dynamic and reusable Lightning Web Components (LWC) to improve user interface functionality.
* Configured Single Sign-On (SSO) solutions for external websites, utilizing SAML and OpenID Connect protocols.
* Created and managed Custom Metadata, Custom Settings, and Named Credentials to support secure external system authentications.
* Customized Salesforce community sites, including access control, page modifications, and UI enhancements.
* Migrated SQL queries to Salesforce Object Query Language (SOQL) for seamless data integration.
* Worked extensively on Salesforce features like Lightning Record Pages, Page Layouts, Knowledge Articles, Case Assignments, Einstein Bot, Omni-Channel, Live Chat and Community Sites.
* Customized reports and dashboards to provide actionable insights for business users.
* Provided Go-live and hyper care support, ensuring smooth system transition.
* Managed deployments across multiple sandboxes using change sets and Copado ensuring smooth and error-free releases.

Worked at **Cognizant** as a **Programmer Analyst** from October 2020 to September 2022.

**Project**: Quality Management System **Client**: Novartis (Dec 2020 – Sep 2022)

### Project Description:

Streamlined and enhanced customer efficiency by implementing an integrated tracking system and workflow engine within the Quality Management System (QMS) using TrackWise. The project aimed to optimize processes and ensure compliance with SOP standards.

### Roles and Responsibilities:

* Configured and maintained user-level settings in the production environment.
* Resolved workflow-related issues while adhering to established hierarchy and lifecycle standards.
* Updated data fields in compliance with Standard Operating Procedures (SOP).
* Assigned training programs to users based on their roles and requirements.
* Served as the primary point of contact for data migration from server-based applications to cloud-based solutions.
* Analyzed team performance through statistical and reporting methods to ensure customer satisfaction and operational efficiency.
* Collaborated closely with vendor teams to resolve critical issues effectively.
* Performed PR/Person imports and created crystal reports from scratch to support data analysis and reporting needs.
* Acted as a single point of contact for continuous monitoring and management of the live production system.
* Facilitated service request and access management by implementing formal procedures for consistency and improved productivity.
* Established a standardized process for authorized users to request and receive services ensuring a streamlined approval and qualification workflow.

# TECHNICAL SKILLS

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| * Salesforce | * Lightning Web Components |
| * Apex | * Core Java |
| * JavaScript | * HTML&CSS |
| * Rest API | * Copado |
| * TrackWise |  |

# CERTIFICATIONS

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| --- | --- |
| * Salesforce Certified Platform Developer I | * Salesforce Certified Administrator |
| * Salesforce Certified AI Associate | * Copado Fundamentals I |
| * Copado Fundamentals II |  |

# EDUCATIONAL QUALIFICATION

Bachelor of Technology in Computer Science Engineering | **K L University** | 2020 | 8.6 CGPA