

Name: Kiran Kumar Kotni

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Career Objective

To work as a professional in a highly innovative firm that utilise my skills and abilities effectively, from which I can develop my skills so as to make it more precise.

Professional Summary

- Overall 4years of IT experience with 3.5Years of experience in Administration and Developer in Salesforce.com. Has good knowledge of the Technical and Functional aspects of Salesforce.com, on demand CRM package.
- Proficient with Health cloud,Service cloud,Experience cloud.
- Customizing the applications on **Salesforce platform and Force.com**.
- Hands on experience on developing Lightning Web Components,DTO objects,Webservices,Triggers,ApexClasses,VF Pages,SOQL and SOSL.
- Competent in SFDC administrative tasks in creating Custom settings,Custom objects,Permission sets,App builder,Buttons,Skills,Presence Configurations,Chat Agent Configurations, Custom Apps, Layouts, Tabs, Validation Rules,Data loader.
- Experience in SFDC Integration using webservices.
- Experience in technologies like HTML,Javascript,css.
- Experience in debugging by using break points and console.log statements.
- Experience in deployment of code to higher environments.Also has good knowledge in deploying the code by Copado.
- Ability to learn and adapt to new technologies quickly.
- Good experience in implementing Object Oriented Programming concepts in Software Development.
- Good analytical, verbal, written communication and interpersonal skills

Experience Summary:

- Worked as a Systems Engineer with **Infosys Technologies Limited**, Pune from January 2020 to January 2022.
- Working as Associate Consultant at Atos Syntel from February 2022.

Skills Summary:

CRM : Sales Force

Force.com Technology: Apex language, LWC, SOSL, SOQL, Rest API, DTO Objects, VisualForce, Apex Triggers, Integrations, Apex DataLoader, Validation rules, JSON, Unit testing, Admin.

Web Technologies : HTML, JavaScript

Operating System : Windows

IDE : Visual Studio Code, Eclipse.

Tools : Postman

Certifications:

- Salesforce Certified Associate.
- Salesforce PD1 certification.
- Salesforce PD2 Certification
- Salesforce JavaScript Developer Certification
- Copado fundamentals 1.

Education Summary

- BTech in Chemical Engineering, Andhra University College of Engineering Viskhapatnam.(2015-19)

Project Summary (Infosys)

Title : VNO Portal
Client : Telstra
Team Size : 6

Roles and responsibilities:

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Involved in the Development of Apex Classes, Visualforce Pages,soql,sosl,Asynchronus apex classes.
- Involved in user management – creating users,profiles
- Worked in creating custom objects,Custom fields,relationships,validation rules,Permission sets,Custom settings.
- Writing Apex Triggers and Controller classes by keeping in mind SFDC governor limits.
- Achieving Test Converge more than 85% and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.
- Involved in the Deployment of code to higher environments and supporting SIT, UAT testers when needed.
- Involved in daily scrum meetings,Retrospective meetings,Sprint planning.

Project summary (Atos):

Title : MyAh(AI chat bot),Genesys Soft Phone,Live Agent Chat
Client : Humana
Team Size : 10

Roles and Responsibilities:

- Working on MyAh utility component(Chat bot).
- Worked for Phonebook,Live Agent chat utility components in Salesforce CRM.
- Involved in the development of Secured chat and Unsecured chat.
- Involved in the development of Apex classes,DTO objects,Controller classes,LWC,Integrations,SOQL,SOSL,VF pages by keeping in mind of governor limits.
- Worked on LMS,LDS,communication between components,Aura components,JSON objects,Postman.
- Worked on test classes to get more than 90% code coverage.
- Worked on defects.
- Have good knowledge in debugging by using breakpoints,console statements.
- Good knowledge on how to use Lightning component library ,lightning design system.
- As per the requirement worked on Permission sets,Custom settings,custom labels,Remote site settings, Custom objects,validation rules,skills, buttons,Presence Configurations, Chat Agent Configurations,Omnichannel routing and interacting with other teams(GenAI,IVR) when required.
- Involved in the deployment of code to higher environments.
- Involved in mock releases where code is deployed to higher environments through Copado
- Worked with testers in SIT,QA whenever required.
- Involved in preparing documents and giving KT to new team members.
- Supported Prod turn deployments.

- Involved in PI plannings,daily scrum meetings,Retrospective meetings,Sprint planning.

Declaration:

I hereby declare that the details provided are correct and I take full responsibility for those furnished above.

Date:

Place: (Name Kiran Kotni)