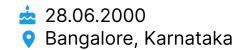
Lokesh Kanna



(+91) 9677980435 | lokesh.kanna.tech@gmail.com | in http://www.linkedin.com/in/LokeshKanna

Salesforce Developer with 1.8 years of experience. Have worked with onshore client in developing, customizing and troubleshooting Salesforce features. Well versed in Apex programming and SOQI.

Experience_____

Tata Consultancy Services

System Engineer

Jul 2021 - Present | Bangalore

- I am working with the profile of **System Administrator** with **Stryker** as our client.
- My Responsibilities includes resolving issues and completing user requests in the Sales cloud using ServiceNow. The user requests includes creating custom salesforce objects and fields, visual force pages, workflows and validation rules.
- Worked with Apex Classes and triggers to automate actions according to user needs.
- Proficient in using Salesforce productivity tools such as **Salesforce inspector** and **Workbench** to perform SOQI Queries.
- We use **visual studio code** for making the code changes, git for creating branches, committing and creating PRs. The changes are deployed following monthly release calendar via **Azure**.
- Dealing with customer queries and creating weekly and monthly team performance reports to analyze and increase the **effective KPI**.
- Being worked with onshore clients from Europe, South Pacific regions and United States in completing user stories helped me in achieving great **communication skills**.
- Engaged in hypercare meetings with client quality analyst and our Salesforce architect wherein we identify potential bugs, functionality failures, redundant features, effective usage of lighting components and user feedbacks to improve the overall user experience and performance of the Salesforce web as well as the mobile App.

Skills ____

Programming Apex, SOQL, Python

Salesforce Tools Workbench

Deployment Tools Visual Studio Code, GIT, Azure

Business Intelligence Tableau, MS Office suite

Education_

PSG college of Technology, Coimbatore.

B.E Biomedical Engineering

2017 - 2021 | CGPA: 8.26