



# Lokesh Kanna

 28.06.2000  
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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 SOQL.

## 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 SOQL 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 **lightning 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**