**a Y BALAKRISHNA** MCP

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**Summary:**

* I have **5.5 years** of total work experience in IT Industry.
* **3 years** of experience in **Salesforce CRM.**
* Programming in All **Apex component** in Sales force Platform, including **Triggers**, **web services**, classes, Batch classes, Schedulers and **SOQL** queries.
* Salesforce Configuration, **Workflows**, **Validations**, **Administrative** and **security** settings, **sharing** rules and OWD settings, **Profiles**, **Roles.**
* Salesforce **Reports**, **Dashboards and Creating custom Reports.**
* Data Migration into Salesforce using **Data loader, Sales force import, Dataloader.io and workbench.**
* Salesforce **Deployment expert**, Worked on tools like Eclipse, **Sublime Text with MavensMate** setup, Inbound and Outbound Change sets.
* Work experience on **Integration with DropBox, ASANA and .Net using Rest and SOAP API services.**
* Experience **on Data Archive process with SFDC to MS Sql server.**
* Experience on bug tracker tools **ASANA and Pivotal Tracker**
* Experience on **Health Care Domain** and Service Cloud.
* Knowledge on **Conga tool, processing builder, Cast Iron IBM Tool** and **Tableau Tool.**
* Developing Web applications using **ASP.NET, with C# and AJAX**.
* Expertise in **.Net Technologies** with **Object Oriented Programming (OOP) & development of Web applications.**
* Extensive experience in web page design with **Cascading Style Sheets (CSS)**, HTML, DHTML, JavaScript
* Worked with **Team Foundation Server(TFS)** environment
* Working in **Agile Methodology**.
* Expertise in **N-Tier Architecture** and **OOPS** Software Development.
* Worked with **Windows Communication Foundation** **Services.**
* Knowledge and trained on **MS-Office (InfoPath), WCF, MS Dynamics CRM and Big Data.**
* Ability to handle successfully as part of small to medium team size.
* Good analytical and communication skills and ability to effectively communicate with management and staff.
* Ability to adapt to newer technologies quickly and efficiently

**Employment Information:**

* Working as **Sr. Software Engineer** in **Episource India Pvt. Ltd., Chennai** from **Jun 2015 to till date.**
* Worked as **Sr. Software Engineer** in **Sutherland Global Services, Chennai** from **November 2011 to January 2015.**
* Worked as **Software Engineer** for **CitiXsys Delhi** from **September 2010 to September 2011.**

**Certification:**

* Programming in **HTML5** with **JavaScript**, **JQuery** and **CSS3.**
* Sales force Developer **DEV401** **Certified**.
* Course Completion Certificate as Big Data and Hadoop Developer.

## Education:

* **MCA** from **Madras University, Chennai,** aggregated with 73%.
* **B.Sc.** from **Sri Venkateshwara University**, **Tirupati**, aggregated with 57%

Technical Skills:

**Languages :** C, C#.Net.

**Microsoft Technologies :** ASP.NET 2.0, 3.5 and 4.0.

**CRM : Sales Force CRM** and **MS-CRM**

**Web Technologies** **:** HTML, HTML5, JavaScript, JQuery, XML.

**RDBM :** Microsoft SQL Server2000, 2005 & 2008.

**Operating System :** Windows Server 2003 & 2000, XP, W7.

**Packages :** MS-Office (**InfoPath**), Word and Excel.

**Distributed Technologies :** **Hadoop, Hive, Pig, Sqoop.**

Professional Experience:

**Project 5**

**Title : EPI SF (Health Care).**

**Client : Episource Global Service.**

**Role** **:**SeniorSoftwareProgrammer.

**Team Size :** 7

**Duration :** Jun-2015 to Till Date

**Environment : Salesforce CRM, Apex, Visual Forces, Data loader, .Net, MS SQL Server, Conga Tool, DropBox, IOS Phone Integrations and MSBI.**

**Description:** Episource is driven to collect data that’s insightful and accurate. With innovative technology and a global services model, we offer intuitive analytics to impact meaningful growth. From robust Risk Adjustment Analytics, Retrospective Chart Reviews, Quality Reporting, Encounter Data Submissions, and Clinical Services, Episource starts with the smallest of details and translates them to create better patient insights around disease profiles and care gaps. We know that behind each chart and every code is a real person.

Provide health information exchange solutions that allow healthcare organizations to safely and efficiently manage member-centric data, quality of care initiatives, member intervention and management programs, risk adjustment programs in Medicare, Medicaid, Commercial, and Exchanges.

**Role & Responsibilities:**

* Client interaction, understanding the requirements and **Onsite work** experience.
* Involved in preparing LLD, Functional and Requirement understanding **Documentation**.
* Involved in creating **Apex classes, Visualforce pages, Triggers, Workflows, Batch Classes**, Schedulers apex and Performance tuning.
* Involved in **Salesforce Customization** and **Administration**.
* Involved in Client Side Validations using JavaScript.
* Involved in Salesforce **Reports** and generated **Custom Reports.**
* Involved in Integration with third party tool (**.Net, MS SQL Server and DropBox**) using Rest and SOAP APIs. Data archive process using **DB Amp linked Server**.
* Involved in Bulk data uploading using **Apex Data loader** and **Dataloader.io**.
* Involved in writing Test Cases. Experience on supporting into Immediate Bug fixing, Unit testing and Fontal Testing.

**Project 4**

**Title : CRM Sharaf DG**

**Client : Sharaf Groups (Dubai)**

**Role** **:** *Sr. Specialist* SoftwareProgrammer

**Team Size :** 6

**Duration :** Oct-2013 to Jan-2015

**Environment : Salesforce CRM, Apex, Visual Forces, Data loader**

**Description:**

The Sharaf Group comprises of ­­­­over 60 operating companies in more than 6 business sectors: Information Technology; Shipping; Retail; Real Estate; Financial Services; Consumer Products; Travel and Tourism and Construction Companies. U.A.E origin during the last quarter of the 20th century.

Sharaf has an internal Service center call as DG Help have staffs who perform different roles to serve the customers. Some of it is: Front Desk Executives, DG Help Engineers, POS (Point of sale) Executive, SDG Call Centre Executives We can update existing issues status to customers and sending mails to customers with solution.

**Role & Responsibilities:**

* Client interaction and understanding the requirements.
* Providing a suitable and cost effective Salesforce solution to each of the requirements.
* Involved in creating **Apex classes, Visualforce pages, Triggers, Workflows, Batch Classes** and Schedulers.
* Involved in **Salesforce Customization** and **Administration**.
* Involved in Client Side Validations using JavaScript
* Involved in Salesforce **Reports**.
* Involved in creating **SSI** Packages.

**Project 3**

**Title : CRM Acer India**

**Client : Acer**

**Role****:**SoftwareProgrammer

**Team Size :** 5

**Duration :**  Nove-2011 to Sept-2013

**Environment :** **Salesforce CRM, Apex, Visual Forces, Data loader, MS Dynamic CRM**

**Description:**

## CRM is a web based robust yet cost effective CRM tool, which is completely built in-house in Sutherland. This application has been used for online support and home support serves.

## This application having different modules. They are Single Sign on (SSO) authentication security, Admin modules, Master and Transaction modules. The objective of this application Phone support and home support process, and this application has been created based on the Role. Each role having different module access. Roles are L1, ASP, Master and L2.L1 will create the customer information and case information. Case information reassigned to ASP based on the customer information. L2 will Approve/Reject the .Case based on the ASP Requirement. Master will check the data (monitor) based on the ASP Process.

**Role & Responsibilities:**

* Client interaction and understanding the requirements.
* Providing a suitable and cost effective Salesforce solution to each of the requirements.
* Involved in creating **Apex classes, Visualforce pages, Triggers, Workflows, Batch Classes** and Schedulers.
* Involved in **Salesforce Customization** and **Administration**.
* Involved in Client Side Validations using JavaScript
* Involved in Salesforce **Reports** and **Dashboards.**

**Project 2**

**Title :** POQ (Payoff Quote)

**Client : Nissan (North America)**

## Role : Software Programmer

**Team Size :** 2

**Duration :**  April-2011 to Sept-2011

**Environment :** ASP.NET 3.5, C#, WCF, Sql Server 2008, Ajax.

**Description:**

Provide ability to create payoff quote (POQ) to customer, dealer, and bank and retain POQ on file. This web application is created for agents to generate the payoff quote based on the lease number and Good Thru date.

* Based on the lease and Good Thru Date, a Payoff quote will be generated. Payoff Quote generation is done by WCF web service and the details are displayed in the web application.
* Payoff quote, lessee and the lessee address details are to be populated along with that amount.
* Agent can update the lessee and lessee address to the default one.
* Updating of the payoff quote will be updated in the web application

**Role & Responsibilities:**

* Involved in **Requirement understanding**, **Detail Design** and **Unit test Cases Documentations**.
* Involved in Client Side Validations.
* Involved in Design and Development of **Web User controls for web Applications**
* Used Visual Studio.NET 2008, C#, ASP.NET, WCF, Ajax, and Oracle9i to develop the application
* Involved in Coding Like C#, Asp.Net and ADO.Net.
* Design using CSS and HTML.

Project 1

**Title :** IC (Inter Company)

**Client : SAP**

## Role : Software Programmer

**Team Size :** 8

**Duration :** Sept-2010 to March-2011

**Environment:** ASP.NET 3.5, C#, SqlServer 2005, SAP 8.81.305, Integration Framework for SAP Business One, XML, XSL, XPath, Altova2010 and Altova2011, Java.

**Description:**

**The Intercompany Solution is a Financial Consolidation Software for** [SAP Business One](http://www.citixsys.com/solutions/sap/sap-business-one/) that enables businesses to manage intercompany transactions for more than one company within a group of companies by automatically replicating corresponding transactions across multiple company databases. Automating the replication of such transactions significantly reduces the amount of end user effort and manual rekeying of data to maintain intercompany trading financial statements

**Role & Responsibilities:**

* Involved in SQL queries
* Involved in generating   XML, XSL, Xpath, coding
* Unit Testing on SAP B1 Scenarios
* Designing and developing code
* Working on SAP B1 Integration Scenarios
* Involved in SAP Business One Reports.

**PERSONAL INFORMATION**

**Date of Birth :** 10th Jun 1984

**Father’s Name :** VenkataRamanaiah

**Visa :** **US B1** (Expiry: Feb 2024)