



Naresh Gunturu

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Professional Summary:

- ❖ Having 4.3 years of industrial programming experience in C#.Net and **Salesforce CRM** Administration and Development.
- ❖ Having 3.6 years of relevant experience on Salesforce CRM Administration and Development to deliver **sprint enhancements and day-to-day production support** needed for business.
- ❖ Experience on working as Salesforce Developer to implement solutions using Visualforce Pages, Apex Classes, Triggers, SOQL, SOSL, Custom Tabs, Custom Objects.
- ❖ Experience in SFDC Administrative tasks like creating Roles, Profiles, User Accounts, Record Types, Assignment rules, Tasks and Events, Workflow Alerts and Actions, Reports, Dashboards, Lightning Flows, Approval Processes, Workflows and Validation Rules.
- ❖ Experience in implementing solutions using **AURA** and **Lightning Web Components**.
- ❖ Experience in **JavaScript, HTML, CSS**.
- ❖ Good understanding of **Governor limits** with an ability to optimize the code to respect those limits
- ❖ Designed and developed **lightning flows** and **Apex Triggers Framework** for achieving the various needs of the application.
- ❖ Hands on Experience on **Batch Apex** and scheduled apex and **Live Agent** implementation.
- ❖ Proficient in Data Migration from Traditional Applications to Sales Force Using **Data Loader, Deployment Process, ANT Tool, Version control tool, Autorabit Tool and BitBucket**.
- ❖ Good understanding on DevOps CI\CD Process. Strong experience on Agile methodology.
- ❖ Good understanding on life cycle of SFDC Sales Cloud and Service Cloud and implementing custom solution.
- ❖ Self motivated and ability to work independently with cross functional teams.
- ❖ Experience in Querying salesforce.com database using **SOQL** and **SOSL** queries and upload or import data using **Data Loader**.
- ❖ Experience on Deployment tools like **Change Sets, Workbench, VS Code, ANT**.
- ❖ Understanding with Service and Support solution, helped business to Automate Service.
- ❖ Committed, result oriented, hard working with a quest and zeal to learn new technologies.
- ❖ Interacting with the business team on day to day business activities on the project.



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Technical Expertise:

SFDC Technologies : Apex, visual force, Lightning and LWC
SFDC Tools : Apex Data Loader, Workbench
Databases : **MS SQL Server, SOSL and SOQL**
Web Technologies : **HTML, CSS, JavaScript**

Education:

B. Tech Electronics and Communication Engineering (May 2015 - May 2019)
Gayatri Vidya Parishad College of Engineering(A).

Work Experience:

- Working as a System Engineer with TCS pvt ltd from 19th August 2019 to Till date.

Certification Details:

Salesforce Certified Administrator (SCA)
Salesforce Certified Platform Developer I

Assignment #1

Project :FRCM

Technology: Salesforce CRM, Lightning Web Components, Data Loader.

Role: Salesforce Developer

Description:

Digitizing the FRCM renovation process which enables properties to address ongoing maintenance and repair, as well as timely recurring renovations per the Hilton process. FRCM improves the product consistency, Brand integrity and the guest experience, and provides owners predictability in forecasting capital expenses.

Responsibilities:

- Worked with Technical lead and Architect to ensure that the all criteria for functionalities are met.
- Hands on programming experience in developing Triggers and Lightning Web components.
- Hands on experience in developing Apex Classes and creating new validation rules.
- Updated the Data model as per the new requirements.
- Imported data using Data Loader.
- Worked with Technical Architect and Technical Lead to suggest solution for the requirements.



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- Performed unit tests, peer review of the technical code.
- Bug fixing support in UAT and Go live Support.

Assignment #2

Project : Migration from Dynamics CRM to Salesforce
Technology : Microsoft Dynamics CRM, Salesforce, APEX, Visual Force
Role : Salesforce Developer

Description:

The Objective of this project is focused on improving human and environmental health, for the better. We provide our customers with critical knowledge, expertise and innovative detection, imaging, software, and services solutions so that they can make better decisions for better outcomes. Migrating the Dynamics CRM to Salesforce based on the client requirement to improve the productivity of the organization for customer support. Salesforce centralized business unit where the Service people can use for the business need to provide better customer service to the end users.

Responsibilities:

- Analyzing the Requirements and designing the solution.
- Involved in Communicating with Client on daily basis based on the new requirements.
- Worked on various salesforce.com Standard Objects, Custom Objects, Triggers, Classes, Pages, Custom Buttons and Reports. Designed, Developed and Deployed the Custom Objects, Page layouts, Custom tabs, Components
- Have written test classes for the apex classes to make sure the code coverage is above 75%.
- Implementation of Complex business logic using Apex and Visual Force.
- Implemented workflows and validation rules to keep the sales activity informed to the appropriate senior authorities.
- Configured Roles and profiles, page layouts based on Security Matrix.
- Was involved in all the communications with the Onsite Counter parts right from requirement Analysis till deployment to production.
- Responsible for all Salesforce CRM related issues, Customizations.

Assignment #3

Project :Enhanced Customizations and Support
Technology:Salesforce CRM, Visual Force and Apex.
Role : Salesforce Developer
Description:

PerkinElmer, Inc. is an American multinational corporation focused in the business areas of human and environmental health, including environmental analysis, food and consumer product safety, medical imaging, drug discovery, diagnostics, biotechnology, industrial applications, and life science research.



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PerkinElmer produces analytical instruments, genetic testing and diagnostic tools, medical imaging components, instruments, and consumables for multiple end markets.

Responsibilities:

- Analyzing the Requirements and designing the solution.
- Involved in Communicating with Client on daily basis based on the new requirements.
- Involved in Code reviews, Development, and Requirements Gathering.
- Involved in Deployment process.
- Involved in developing Triggers.
- Involved in developing Custom Workflow/Process Builder & Approval Activities.
- Involved in creating new validation rules.
- Involved in Customizing the Reports & Dashboards.
- Involved in using different tools like Data Loader, Workbench and Import Wizard
- End User Training and Validation
- Go-Live Support