

**Charan A**

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I am a highly motivated professional with **4 years** of experience in **Salesforce development** and Servicemax Development within an Agile (Scrum) environment at Bit Order Technologies. During my tenure, I've actively contributed to team management, conducted thorough code reviews, and even had the privilege of interviewing and mentoring fresh talent. I'm actively seeking an organization that can offer me new growth opportunities and challenges to further enhance my skills and make a meaningful impact.

## SKILLS

- Salesforce – Apex, Visual force, Lightning Components, Lightning Web Components, SFDX, Integration, SFDC Admin Configurations
- Servicemax – SFM and SFW Configuration, Mobile App Administration and Configuration (Servicemax Go and FSA), Output Documents and Checklists, Servicemax Migration tool, Code Snippets
- Additional Skills – Core Java, HTML, CSS, Javascript, D3 JS, Fullcalendar
- Agile Methodology - Scrum Model
- Defect Fixing, User Story Analysis, Solutioning, Investigation, Proof of Concept.
- Interviewing, Code Review and Mentoring Entry Level Candidates on Salesforce
- **Tools** – Microsoft Azure, VS Code, Microsoft Excel, Workbench, Salesforce Inspector, Data Loader.

## ACADEMIC DETAILS

- Bachelor of Engineering in Electronics and Communications VTU, Bangalore in 2019

## CERTIFICATIONS

- Salesforce certified Administrator (SCA)
- Servicemax: Asset 360 Certified Specialist Level 1

## PROFILE SUMMARY

- Expertise in Salesforce and Servicemax Development
- Engaged in comprehensive Requirement Analysis and development of User Stories tailored to the solution. Conducted business demos to ensure alignment with stakeholder expectations and played a pivotal role in post-deployment bug resolution
- Crafting solutions for complex business requirements within User Stories while maintaining close coordination with business stakeholders and providing guidance to the Scrum team throughout the development phase.
- Excellent client communication and possess the knack for swiftly identifying production issues. My strength lies in providing timely and effective solutions to address client concerns and ensure smooth operations
- Delivering proof of concepts for innovative and ambitious solutions tailored to complex business requirements
- Taking initiative by leading tasks from inception to completion. This involves thorough task analysis, effective work distribution among team members, providing technical assistance when needed, and ensuring the task is executed to meet or exceed expectations.
- Training new team members and guiding teammates.
- Excellent reputation for resolving problems, improving customer satisfaction and driving overall operational improvements all the while using my personal strengths mainly Confidence, Good communication and interpersonal skills, Decision making capability during risk, Quick learner, Self-starter and a Team player

## ORGANIZATIONAL EXPERIENCE

**Since December 2019 with Bit Order Technologies pvt ltd, Bangalore**

## TRAINING

1. **Salesforce Training (December 2019 – June 2020)**
2. **Servicemax Training (July 2020 – October 2020)**
3. **job shadowing activities with various resources within the company focused on Salesforce and ServiceMax tasks. (November 2020 – February 2021)**

## PROJECT UNDERTAKEN

### 1. Roche – (March 2021 – Nov 2022)

- **Client: Roche**
- This project is developed on the Salesforce and Servicemax Platform based on the Healthcare industry. Objective of the project is to provide Business solution using Salesforce functionalities such as Apex, Lightning Configurations, Aura, LWC, Webservices and also makes use of Servicemax features such as SFMs, Output Documents, Checklists, Code snippets.

### 2. Philips – (Jan 2022 - Current)

- **Client: Philips**
- The project consists of multiple systems including Salesforce and Servicemax systems.
- My role involves delivering and developing software solutions aimed at enhancing and optimizing the business processes used in the service and maintenance of Philips products using Apex, Salesforce Admin and Servicemax features.

### 3. Personal Projects

- BMI Calculator using LWC
- Alarm Clock using LWC
- Weather App using LWC
- Currency Convertor
- Notepad App
- Employee Survey
- Portfolio