

Chowdri Somashekhar

Salesforce Developer

✉ Contact.ChowdriSomashekhar@gmail.com

☎ +91 9148387740

🌐 <https://www.linkedin.com/in/chowdri-somashekhar-596819203>

🌐 <https://chowdrisomashekhar-dev-ed.my.site.com/>

Salesforce Administrator with 2.4+ years of expertise in Salesforce and DevOps. Adept at optimizing Salesforce environments, managing workflows, and automating business processes to enhance efficiency. Proficient in using Copado for Salesforce DevOps, including managing deployments and version control. Strong ability to ensure data accuracy, maintain system reliability, and provide effective user training and support. Committed to driving operational excellence and improving user satisfaction.

Work Experience

Project

2022-present

- Currently managing profile changes, including renaming profiles and updating license types, ensuring compliance and improved user management.
- Implemented and customized flows for a key project, automating complex business processes and reducing manual intervention by 30%.
- Developed and managed Omni-channel queue-based routing, optimizing agent workloads and improving response times, resulting in a 25% improvement in case resolution efficiency.
- Configured and utilized global actions in another project, streamlining user interactions and enhancing system usability.
- Spearheaded Salesforce DevOps practices using Copado, managing deployments, version control, and continuous integration/continuous deployment (CI/CD) processes.
- Managed back promotion processes for Salesforce orgs using Copado, ensuring successful and error-free rollbacks and forward promotions.
- Provided comprehensive support and training to end-users, increasing user adoption and ensuring seamless transition to new features.

CERTIFICATIONS

● Salesforce Certified Administrator	ID : 3585817
● Salesforce Certified Platform Developer I	ID : 4756661
● COPADO Certified Fundamental 1 SFP	ID : 035655
● COPADO Certified Fundamental 1 MP	ID : 035675
● COPADO Certified Fundamental 2 MP	ID : 037289
● Salesforce 3X Udemy Certification	

Skills

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|---|--|------------------------------|
| • Salesforce CRM administration customization | • Apex | • Copado Deployment |
| • PageLayout,Lighting_Page,validationRule ,Restriction & scoping rule . | • Triggers | • GIT |
| • Data Management & security | • LWC | • Work Bench |
| • Flows & workflow alerts | • SOQL | • Data Loader |
| • Custom setting & custom Metadata | • SOSL | • Jira |
| | • Understanding of sales,Service processes and metrics | • Online Conflict Resolution |
| | | • CI/CD |

ACHIEVEMENTS

- Received 2 times Salesforce Employee Appreciation Certificate By TCS
- Received the rarest 5-star rating out of 5 for my Excellent Work on Deployment and Management Solution