 Graphical user interface, text, application

Description automatically generated

**SALESFORCE Lead**

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**Venkata Krishna**

**PROFILE**

A versatile personality with excellent analytical abilities looking ahead for an exciting career in Salesforce CRM.

**PERSONAL ATTRIBUTES**

* Proven ability to deliver high quality technical service within agreed deadlines
* Successfully handling the application single handed from offshore.
* Ability to swiftly identify the root cause of problems and develop effective solution
* Able to analyse, digest facts/figures and quickly grasp complex technical issues
* Excellent negotiation and customer handling skills
* Keen in building a positive, enthusiastic work environment

**EXPERIENCE SUMMARY**

* Have around 8 **years** of experience in Salesforce CRM and 4 Years in Lightning.
* Having 4 years of experience in **service cloud** to manage the case routing.
* Have domain experience in **Hitech, Pharma** and **Entertainment** industries.
* Ability to drive a module independently or as a team player.
* Proven experience in Salesforce administration, development of various applications.
* Experience in communicating with business to present the demo of application progress and to get clarifications on the requirements.
* Expert in the building POC’s and prototypes for the requirements.
* Experience in understanding functional documents, preparing technical documents and configuration workbooks for the same.
* Proactively participated in the innovation and automation contests and been awarded for the idea presented at Accenture innovation contest held in Jan 2017.
* Good communication and presentation skills, Self-motivated and goal-oriented with a high degree of flexibility, creativity, commitment and optimism.

**SKILL SET:**

Apex classes, Apex Triggers, Visual force pages, Custom Controllers, Java script, Validation rules, workflow rules, Approval process, Reports, Dashboards, email to case, web to case Sales Process, Service Process and service cloud, Apex Data loader, Deployments using change sets and Jenkin migration tool ,Lightning Components, lightning App builder.

**PROFESSIONAL EXPERIENCE**

**Project – 1:**

**Name :** Bluestar health care.

**Role :** Technical Lead

**Company :** Welldoc.

**Client :** Welldoc

**Duration :** OCT 2021 to till Date.

**Roles & Responsibilities**

* Working on Requirement gathering and define the technical solutions once it approved by the architect will implement the same in CRM.
* Provide a training to the end users and explain the application flow.
* Working with end user to finding any defects in system which is raised by the end user.
* Working on deployment activity by using the ant migration tool.
* joining scrums call on regular basis to get the business updates and update development status

**Technical scope:**

* Migrate vf pages into lightning look and feel.
* Develop the new aura component to achieve the requirement
* Create a record pages and lightning tabs to show data module base.

**Project – 2:**

**Name :** Teradata

**Role :** System Administrator,Devloper and Lead

**Company :** HCL Technologies.

**Client :** Teradata

**Duration :** AUG 2018 to OCT 2021.

**Roles & Responsibilities**

* Working on incidents/tickets raised by the end users to provide support to the application.
* Interacting with end users/sales team managers to gather the requirements and providing the solutions for complex business requirements.
* Working on the development activities and fixing the bugs raised by the users during User Acceptance Testing.
* Preparing release documents with all the requirements documented for the release.
* Providing Day to Day status to the business on the enhancements in progress and collaborating with the users for proper testing.
* Presenting the developments and enhancements done to the application and seeking their approval for the same such that the specified requirement is met.

**Technical Scope:**

**Worked on:** Apex Triggers, Apex Classes, lightning, java script, Custom settings, custom meta data types, Workflows, Validation Rules, Approval process, Process builder, Report types, Chatter functionalities, Security settings. Territory Management and **sales and service cloud modules**.

* Worked on Apex triggers, classes to fulfil various requirements and optimized the code wherever is required to make sure the code respects Apex best practices.
* Worked on Salesforce lightning to build the UI having single page architecture using various UI components.
* Used Custom metadata types to have better data consistency over custom settings.
* Worked on process builder to optimize the use of workflow rules and redesigned to reduce the complexity of hitting the governor limits.
* Implemented various functionalities related to chatter and chatter collaboration groups.
* Worked on sharing settings and security settings in order to have the data organized as per the instructions provided by the business heads.
* Worked on Approval Process to make sure that relevant data that is related to monetary aspects gets approved by the management teams.

**Project – 3:**

**Name :** Biogen CRM

**Role :** Salesforce Consultant / System Administrator and Developer

**Company :** HCL Technologies.

**Client :** Biogen

**Duration :** Aug 2017 to Jul 2018.

**Roles & Responsibilities**

* Requirement Analysis, Design and Customization of Salesforce Application.
* Working on **Sales and Service cloud** application to assign cases automatically.
* Interacting with client to gather the requirements and providing the solutions for complex business requirements.
* Preparing component, configuration and change request documents.
* Providing Day to Day status to the client on the enhancements in progress and collaborating with the users for proper testing
* Forming a strong base with the onshore co-ordinator for the analysis done on the requirements and the Impacts due to the changes added.
* Presenting the developments and enhancements done to the application and seeking their approval for the same such that the specified requirement is met.

**Technical Scope:**

**Worked on:** Apex Triggers, Apex Classes, Visual force, java script, Custom settings, Workflows, Validation Rules, Approval process, Process builder, Report types, Chatter functionalities, Security settings, public groups and queues, Process Builders, Batch classes and schedule classes.

* Worked on various complex requirements and Implemented out of the box functionalities in the existing application.
* Enhanced and optimized the existing application to reduce the request and response time
* Suggested innovative Ideas for automation which helps to reduce the manual efforts and is cost effective.
* Time to time update the Client with the progress made on each of the open activities.
* Was responsible for end to end testing of the application post changes in the code
* Familiar to unit tests and test classes to cover the maximum code and cover the threshold limit for each of the classes.
* Expert in using validation rules and meeting the requirements specified by the client with minimum code and changes and configuration changes
* Proficiency in building the logic to meet some customized requirements specific to the application and end to end testing of the same
* Have worked end to end from Requirement Gathering to analysis to developing the code, testing and then deploying the changes in production post approval.

**Project -4:**

**Name :** Disney Sales Application.

**Role :** Developer

**Company :** HCL technologies

**Client :** Disney.

**Duration :** Feb 2016 to till Jul 2017

**Roles & Responsibilities**

* Being part on in-house team, was responsible for handling four applications following agile methodology.
* Worked on strict time line to deliver high quality technical service.
* Maintaining multiple environments and training the new resources on various applications I worked on.
* Handled the application during hyper care situations and minimal issues being reported.
* Provide couple of automations to the business which was and time and cost effective, received appreciation for the same.

**Technical Scope:**

**Worked on:** Territory management, Account management, Workflow rules, security settings, Profiles, Roles, Veeva out of box functionalities, Apex Triggers and classes.

* Was part of team where each ticket was handled very sensitively and worked to provide resolution on time
* Gave knowledge transfers to each of the resources joining new and made the familiar with the application
* Worked under a collaborative effort of the team to enhance the productivity
* Was responsible to handle various environments each with its own complexity.
* Apart from the regular activities thought of innovative Idea which can further enhance the application and reduce the number of tickets being reported.

**PERSONAL DETAILS**

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| **Name** | Venkata Krishna |
| **Sex** | Male |
| **Nationality** | Indian |
| **Passport Availability** | Yes |
| **Date of Birth** | 5-June-1988 |
| **Education** | MCA computer science |

Date:                                                                                                 Yours Sincerely,

Place: Venkata Krishna.