Mahesh Babu Dasari

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PROFESSIONAL SUMMARY

- Certified Salesforce Developer with over 6 years of experience developing solutions using Salesforce in multiple clouds including the Service Cloud, Sales Cloud
- Experience in Salesforce Design , Development, Configuration, Customization, Data Modeling in both classic and lightning.
- Strong Expertise in Custom development using Lightning Web Components , Apex Classes, Visual Force Pages, Apex Triggers, SOQL, Platform Events.
- Automated processes using Workflows, Flows, Approval process and Process Builder.
- Strong knowledge in Salesforce Governor Limits , Salesforce Security Model
- Expertise Salesforce Development best practices and Salesforce MVC architecture.
- Implemented integrations between Salesforce and external applications using REST, SOAP APIs
- Strong Understanding of JSON, XML ,Mulesoft and Salesforce Connect.
- Experience in implementing Asynchronous process like Batch Apex and Schedule Apex
- Expertise in using data migration tools such as Apex Data Loader, and Import Wizard
- Salesforce Deployment using Saleforce DX , Jenkins , GIT , Change Sets and ANT.
- Created Reports and Dashboards for analysis and business tracking purposes.
- Used Jira tool for stories and Confluence for technical Documentation.
- Experience working with technical and business stakeholders from cross-functional teams

Technical Skills

- Custom Application Development
- Lightning Web Components
- Salesforce Integration
- Integration with external systems
- HTML, CSS, Java Script
- Salesforce DX , GIT , Jenkins , Bit Bucket
- Agile methodology
- Customization and configuration
- Code review and quality assurance
- Declarative tools and automation
- Troubleshooting Production issues
- Performance optimization
- Apex , Java , SOQL , SOSL

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Platform App builder
- Salesforce Certified JavaScript Developer
- Salesforce Trailhead Double Star Ranger

EXPERIENCE

Intact Insurance , Salesforce Developer

January 2022 - Present

- Collaborated with the operations team, product management to gather requirements and translate them into technical solutions
- Led the team and Offered mentorship and assistance to junior team members
- Executed Proof of Concepts (POCs), and participated in technical reviews to identify potential gaps
- Implemented new functionalities using LWC , Apex, visualforce Email templates
- Designed case management and case routing to track and solve customer issues
- Supported existing integrated platforms and new integrations using third-party integration tools to enhance business processes and operations
- Involved in code reviews and resolved critical production issues for seamless operations
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Tools Used: SalesForce.com CRM Application Platform, Apex classes, HTML, JavaScript, Visual force, VS

Hudson's Bay , Salesforce Developer

February 2020 - December 2021

- Analyzed system requirements and develop solutions to complex business challenges
- Optimized existing Code and adding new functionalities as per the requirements
- Closely with the offshore team in testing the Application code and support the QA/Business team in all testing phases
- Developed new features and functionality using Apex , Triggers and Batch Apex.
- Created REST API's to consume data from external systems using Callouts
- Implemented complex business scenarios using LWC Components and Aura
- Customized the Service cloud and Improved the case closing rates and handling times

Tools Used: SalesForce.com CRM Application Platform, Apex classes, HTML, JavaScript, Custom Objects, Tabs, Visual force, VS Studio Code, triggers, Page Layouts, Workflows, Bit Bucket, Salesforce DX, Approval Processes, Email, Messaging, Dashboards, Reports, Service Cloud , REST

Workplace Safety and Insurance Board , Salesforce Developer

September 2017 - January 2020

- Designed solutions based on functional, migration and integration requirements
- Created various validation rules , workflows , Triggers , Apex controllers
- Developed Apex Test Classes to maintain standard code coverage.
- Prepared reports and process to continuously monitor data quality and integrity
- Implemented REST Service to expose Salesforce Data to external system
- Created objects , fields , relationships , different page layouts and record types
- Experienced working in an agile environment

Tools Used: Salesforce.com, APEX Classes, Triggers, Controllers, Visualforce Pages,Force.com, Salesforce Lightning, SOSL, SOQL, Service Cloud, Sales Cloud, Data Loader, Rest API, Page layouts, Custom Objects, Reports, Validation Rules, and Windows.

EDUCATION

Bachelor's in Computer Science , Rajiv Gandhi University of Knowledge Technologies