**Praveen Kumar Mobile No: +91 8008483708**

**Salesforce developer Email:venkatapkr1895@gmail.com**

Having 4.8years of IT experience includes Salesforce Developer/Administrator in Configuration, Customization, enhancements, and deployment. Aspiring Salesforce developer looking for a challenging role in the IT Industry to utilize my technical and management skills for the growth of the organization as well as to enhance my knowledge about new and emerging trends in the IT sector.

**PROFESSIONAL SUMMARY:**

* Extensive experience in Saleforce.com setup, Configuration, Customization, Administration including Lighting.
* Experienced using Salesforce Lightning UI, Created Lightning Apps combining Lighting Design System, Lightning App Builder and Lightning Component features.
* Hands on Experience in creating Custom Objects, Custom fields, Record types, Page layouts, Custom Tabs and Various other components as per the client and application requirements.
* Experience in Creating Validation Rules, Profiles, Permission Sets, Security Controls, Email Templates, Workflows and Process builder.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Developed various lightning components as per requirements.
* Experience in SLDS implementing in visualforce pages and in lightning components.
* Excellent Leadership and Interpersonal skills, self-motivated, quick learner with good communication skills and trouble- shooting capabilities.
* Involved in implementation and support software solutions, as well as collaborating across teams to implement the solutions
* Worked as part of agile environment, participated in scrum meetings, planning sessions and retrospectives.
* Good hands-on experience in design, development, coding, testing, debugging, documentation and code reviews of new or existing software functionality.
* Followed best and recommended ways to Lead others in the application of principles, theories, concepts, use of methodologies, tools, documentation processes and test procedures to complete the task or projects.
* Having experience in Service cloud, version control, VS code and web technologies like HTML, Java-Script and CSS.

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| **Salesforce Skills** | SFDC Configuration, Standard/Custom Objects, Relationships, Validation Rules, Workflows, Process Builder, Apex Class, Apex Triggers, Test Class, SOQL, Profiles, Security Controls, Visualforce Pages, Lightning, Service Cloud. |
| **Languages** | Apex, Visualforce, Lightning, HTML, JavaScript |

**Certifications:**

* Salesforce Platform Developer I
* Project Management methodology - Agile Basics

**Professional Experience:**

* Working as Software Engineer in Wipro Technologies from June 2020 to Till Date.
* Worked as a Associate in Firstsource Solutions from July 2018 to March 2020.

**Project #1: FAST PIP**

**Description:**

**FAST - Field Aligned Support Team or Reactive Resolution Team**

* Serves as focused path for escalated provider issues that have not been resolved through the standard service model.
* Centralized issue reporting and receipt into a single intake portal which provides insight into rework root cause drivers.
* Supplements existing issue management and escalation processes for rapid resolution by assisting in consolidating issues with FAST, CPM, Call Escalation, and Provider Data.

**PIP – Proactive Issue Prevention or Proactive Action Team**

* The PIP (Proactive Issue Prevention) will establish connectivity through regional and LOB points of contact and leverage surveillance/analytics technology, like Jarvis to identify and solve for opportunities before Providers contact UHC.
* Increase claim submission quality.
* Enhance claim processing.
* Reduce UHC contacts (e.g., calls, LINK, FAST, etc.)
* Decrease internal rework.
* Fix root cause of internal opportunities to avoid downstream rework.
* Improve Provider satisfaction.

**Responsibilities:**

* Act as technical authority for the project.
* Gather and analyse requirements and identify requirement gaps before starting development.
* Design the application, participate in design discussions, and review design artifacts.
* Handle client communication regarding requirements, design, etc
* Review the developed code and make sure it adheres to the design, standards and guidelines of the client.
* Support the onsite team on technical issues.
* Support the client on estimations and manage expectations.
* Manage client delight and build a strong client relationship.
* Provide guidance and support to the client’s internal teams such as the business analysts, and stakeholders.

**Project #2: E-BPM**

**Description:**

E-BPM is used to set new supplier account in system which involves unique procedures and check list, a formal document has to be filled in and signed by the suppliers which in turn acts as an acceptance document received from supplier and the same to be consolidated and uploaded in the e-BPM to carry on the process of creating New BP Codes in system which goes for few stages of approval. Likewise block & unblock, change requests are performed accordingly.

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SaIesForce.com (SFDC).
* Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
* Developed and configured various Reports.

**Project #3: HRMS**

**Description:**

Employees should have a leave management system accessible from anywhere in the globe to apply and view leave availed and requested. Manual intervention and work of HR should be minimized.

**Responsibilities:**

* Worked closely with HR team and business analysts and performed detailed analysis of requirement and technical requirements and involved in the design.
* Created various Custom objects, Tabs, validation rules.
* Created lightning record pages, app pages and home pages.
* Created Quick action buttons, events as per requirement.
* Created various lightning components
* Having experience on SLDS, aura tags, aura method
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.

**Strengths:**

* Good oral, written & presentation skills
* A high tolerance of stress and enjoys responsibilities
* Action-oriented and result-focused
* Work as a team in an organized way
* Ability to learn and work new technology

**Education:**

* **Bachelor of Science - Computers** from JNTUA in 2016.

Declaration:

I Praveen Kumar Reddy hereby declare that the above-mentioned information is correct to my knowledge and I bear the responsibility for the correctness of the above mentioned.

**Praveen Kumar**