Durga Prasad K
Sr. Salesforce Developer

SUMMARY

- Around 10 Years of software development experience which includes 7+ years of Salesforce development, Integrations, Administration which includes Setup, configuration, and Application Development.
- Extensive experience in configuring Sales Cloud, Service cloud, Experience Cloud, Industries cloud, Automations with configuration and customization.
- Experience on Case management along with various rules configurations in service cloud.
- Experience on Einstein bots and omnichannel configurations.
- Experience in Data cloud.
- Experienced in developing Apex classes, Apex Triggers, Apex integration, Asynchronous Apex and LWC components.
- Experience on Webservices and callouts in Salesforce REST APIs.
- Experience in configuring Industries cloud using Omnistudio OmniScript, FlexCard, Dataraptors and Integration procedure.
- Experienced in Analyzing and setting up the security and sharing rules at object, field, and record level for different users.
- Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports.
- Experience in leading the team and delivered solutions on time.
- Experience with agile methodologies and project management tools (Jira).
- Big picture thinker, proactive & solution-oriented with excellent analytical, decision making and problem-solving skills
- Successfully worked in both functional and architectural aspects independently completed complex project tasks, identified key drivers of defined problems and proposed innovative solutions.
- Experience in analyzing the requirements according to the Customer Business and develop solutions accordingly.
- Possess high level consulting skills, involving understanding client's business problem, architecting viable solutions and guiding the implementation of same
- Frequent formal and informal client interactions.

TECHNICAL SKILLS

SFDC	Salesforce configuration, Apex Classes, Triggers, SOQL, SOSL, Lightning Web components, Batch Apex & Schedule Jobs, Flex cards, Data raptors, Integration Procedures, Omni scripts.
Integration	Web Services, REST, REST Callouts
Front End & Web	Lightning Web Components, HTML, CSS
Tools	VSCode, Data Loader, Apex Explorer, Gearset, Copado.
Database	SQL and PL/SQL

Education Qualification

Education Details			
MTech Computer Science and Engr	2016	Chaitanya Engineering college	82%
BTech Computer Science and Engr	2013	Swarnandhra College of Engineering and Technology	80%

PROJECT PROFILE: 9

Project Title	Arvio
Client	US
Location	US
Core Areas Worked	Salesforce sales cloud, Service Cloud
Role	Technical Lead

The client provides onshore and offshore equipment for customers, they provide various services for the equipment installation and maintenance. They are likely to assess and maintain the customer request quotes and services.

RESPONSIBILITIES IN THE PROJECT:

- Worked on salesforce configurations custom objects, fields.
- Worked on designing solutions based on the requirements and lead the development team to deliver the solutions.
- Managed code development, technical analysis, design, testing, application implementation, deployment process and technical specification documents preparation
- Worked on Einstein bots and omnichannel and community portals.
- Worked on case management, Apex triggers and Salesforce Flows.
- Product configurations and Quote generation, Quote Templates.
- Worked on LWC components.
- Apex Rest services to get the data from SAP.
- Involved in solution design and requirement documentation by attending regular meetings with product owners
- Leading the design of solutions based on requirements and guiding the development team in implementing them.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
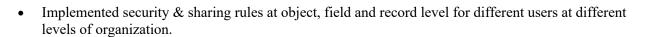
- Implemented security & sharing rules at object, field and record level for different users at different levels of organization.

PROJECT PROFILE: 8

Project Title	Pathfinder
Client	US
Location	US
Core Areas Worked	Data Cloud, Marketing Cloud, Service cloud, Configurations
Role	Technical Lead

The client is offering services for real estate products, having data at different sources Sales Cloud, Marketing cloud, Service cloud, AWS. They are likely to assess the customer centric information which will allow to provide better services to the customer

RESPONSIBILITIES IN THE PROJECT:

- Successfully led the setup and enablement of Salesforce Data Cloud, ensuring seamless integration with existing systems and platforms.
- Developed comprehensive enablement plans to facilitate smooth transitions and adoption of Data Cloud capabilities across the organization.
- Configured and managed user profiles and permissions to ensure access to data within salesforce
- Ingested data from a variety of sources, including on-premises databases, cloud-based platforms, and third-party applications, into Salesforce Data Cloud.
- Worked on creation of unified profiles and segmented the data.
- Worked on data actions to push back the data to the marketing cloud.
- Coordinated with stakeholders across different departments to ensure alignment of Salesforce initiatives with overall business goals and strategies.

PROJECT PROFILE: 7

Project Title	Assist Platform
Client	Insurance Industry
Location	India
Core Areas Worked	Salesforce Industry Cloud, Community Portal, Gearset
Role	Salesforce Consultant

The client is an insurance provider in the electronics industry, offering both product insurance and claims management services. They likely assess risk and determine the appropriate premiums to charge for coverage and product management.

RESPONSIBILITIES IN THE PROJECT:

- Involved in developing omni scripts for policy enrollments
- Worked on the community portal configurations.
- Developed integration procedures to post the enrollment data to salesforce.
- Developed Integration procedures to consume various Api's for enrollment, payments and data warehouse
- Product configurations, Bundles and policy generation
- Created webservices and connected app for MuleSoft to consume these services.
- Built Rest Callouts using integration procedures
- Worked on salesforce configurations custom objects, fields, validation rules, Page layouts.
- Involved creating in pipelines using gear set for deployments

PROJECT PROFILE: 6

Project Title	Customer Portals
Client	US
Location	India
Core Areas Worked	Service cloud, Configurations, Reports & Dashboards, Gearset
Role	Salesforce Consultant

They have implemented sales and service cloud for their sales and the customer service management. They are Managing the sales from various systems like Website, POS, partner systems. Salesforce is used as central point to serve all the service needs to their customers.

RESPONSIBILITIES IN THE PROJECT:

- Worked on basic setup and configuration of Sales and Service clouds.
- Configured profiles and permission for various internal and external users.
- Created Workflow rules and Email alerts where required in the application.
- Customized page layouts for cases where required and created record types to use different page layouts for Case object.
- Configured customer portal for service management and configured User authentication and data sharing for the community users.
- Customized the home screen of the portal with LWC components for better case management.
- Implemented round robin for case assignment to the agent as per territory.
- Written Apex triggers on case object to achieve various solutions.
- Written batch apex to automate the case transfers on daily basis.
- Worked on the apex testing and deployment of the components.

PROJECT PROFILE: 5

Project Title	Government – Licensing, Permits and Inspections
Client	USA
Location	India
Core Areas Worked	Salesforce Industry Cloud (Public Sector)
Role	Salesforce Consultant

RESPONSIBILITIES IN THE PROJECT:

- Involved in migration of angular Omni scripts to LWC
- Involved in Community Portal Configurations
- Developed License premium calculation functionality with Apex Classes
- Developing Omni scripts integration procedures, data raptors, community portal components, Flex cards.
- Developed Apex triggers for various use cases.

PROJECT PROFILE: 4

Project Title	Health Insurance – Broker Portal
Client	Insurance
Location	India
Core Areas Worked	Salesforce Industry Cloud
Role	Sr. Salesforce Developer

RESPONSIBILITIES IN THE PROJECT:

- Configured Community portal and developed various components using Flex cards.
- Developing Omni scripts, Integration Procedures, Data raptors and Flex cards using omni studio
- Developed Apex triggers for various business process.
- Developed Lightning Web Components for sprint stories and features.
- Developed components for Healthcare Prospect(lead) Creation process.
- Developed and Tested Product selection and quote generation screen and components
- Interacted client and participated daily stand-up calls of project.

PROJECT PROFILE: 3

Project Title	NPSP implementation and Custom development
Client	LVPI
Location	India
Core Areas Worked	Salesforce Configurations and Development

Role	Sr. Salesforce Developer

The client, one of the largest providers of sight restoring corneas and an eye bank in India. They want to capture and store the entire process of cornea collection to patient disbursement in the CRM.

RESPONSIBILITIES IN THE PROJECT:

- Developed Apex classes.
- Created Custom Objects, Fields, Relationships, Validation Rule, Page Layouts, Formula fields in objects as per business requirements.
- Created Flows, dynamic field sequencing.
- Worked on implementing the platform events using LWC.
- Worked on LWC components.
- Created test classes.
- Deployed the application using changesets.

PROJECT PROFILE: 2

Project Title	Rebate Product
Client	RVs manufacturer in Canada
Location	India
Core Areas Worked	Salesforce Configurations, Development
Role	Salesforce Developer

They are the manufacturer of RVs. They are using salesforce to manage their sales from front desk as well as online enquiries. Lead process, sales process are the implemented their smooth sales. They have also customized the sales interface to have an instant communication between front desk agent with sales agents.

RESPONSIBILITIES IN THE PROJECT:

- Responsible to write Apex classes and triggers.
- Developed custom functionality with Apex classes.
- Worked on implementing the platform events for communication.
- Created formula fields, Validation rules when required.
- Responsible to create Reports and Dashboards.
- Responsible to create flows, custom buttons and creating profiles.

PROJECT PROFILE: 1

Project Title	WFMnow
Client	Agent App
Location	India
Core Areas Worked	C#,HTML,CSS, Oracle

WFMnow tool to help the command center associates (CCA) to view global service calls, service technicians in real time quickly. So that they can decide where the number of agents needs to adjusted either up or down(for productivity WFMnow have data(Agents, Skills, Schedules, Metrics, Target per metric) from different sources, and can identify service is running fine or not. So for a certain skill if there is a demand then agents will be asked to work overtime, or some multi skill agents can be switched from slower skill to the higher loaded skill area. Or agents can be pulled off from training for increased loads.

RESPONSIBILITIES IN THE PROJECT:

- Involved in working of the bug fixes
- Performed Unit testing.
- Involved in deployment.
- Worked on user stories.
- Involved in bug fixes on stored procedures