

**PROFESSIONAL SUMMARY**

* Experienced Salesforce Lead Consultant with 12 years of IT experience, specializing in Salesforce CRM for 9 years.
* Skilled in Apex development, Lightning Experience, and seamless integrations. Successfully leads teams and aligns technical solutions with business needs.
* Certified in Salesforce Development and Administration, adept in DevOps procedures. Dynamic and results-oriented, excelling across various Salesforce Cloud platforms. Utilizes advanced analytics and AI-powered capabilities for personalized campaigns, seamless shopping experiences, and exceptional customer support.
* Proven track record in finance, insurance, government, and community engagement, delivering impactful results and driving positive outcomes.
* Proficient in SDLC methodologies, troubleshooting, and stakeholder management.

**LICENSES & CERTIFICATIONS:**

* Certified Integration Architect for Salesforce.com
* Certified Administrator (ADM-201) for Salesforce.com
* Certified Platform Developer I for Salesforce.com
* Certified Platform Developer II for Salesforce.com

**TECHNICAL EXPERTISE:**

* **Environments:** Salesforce.com platform, Lightning Components, Aura Framework, Salesforce Lightning Design System (SLDS), Force.com IDE, Eclipse, Apex, Visual Force, Data Loader, Salesforce Workbench, HTML, JavaScript, Lightning App Builder, Flows, Workflow & Approvals, Reports, Process Builder, Custom Objects, Custom Tabs, GitHub, GIT, Jenkins, Copado.
* **Salesforce Development Skills:**

Apex (including Classes and Triggers), Visualforce pages, Lightning Web Components (LWC), customization and configuration (flows, process builder, Lightning App Builder), Salesforce APIs (REST and SOAP), Salesforce architecture and security model, Salesforce Service Cloud and Experience Cloud (Communities) development, Salesforce Lightning Design System (SLDS), Salesforce DevOps tools (GitHub, BitBucket, Copado, CI/CD processes).

* **Integration Skills:**

Middleware, MuleSoft, ETL tools, Salesforce APIs integration with other systems (including legacy systems), Web Services (SOAP, REST), HTTP (TLS).

* **Configuration and Administration Skills:**

Setting up environments for Salesforce public sector solutions, managing organization-wide defaults, configuring permission sets, establishing role hierarchies, platform configuration (objects, fields, page layouts, reports, dashboards), handling change set deployments, understanding deployment methodologies.

* **SDLC and Agile Skills:**

SDLC methodologies (particularly Agile SCRUM), strong communication skills for presenting ideas to various levels and skill sets.

**EDUCATION**

* Bachelor of Engineering (Electronics and Communications) - Osmania University, 2011
* Master of Electrical and Electronics - Northwestern Polytechnic University, 2015

**PROFESSIONAL EXPERIENCE**

**Lead Salesforce Consultant**

**Walt Disney, Los Angeles, California (Jan 2019 – Present)**

* Led a team of six in creating and deploying Salesforce solutions.
* Spearheaded technical discussions to align with stakeholder demands.
* Developed DevOps procedures using Gearset for CI/CD, GitHub, and VS Code.
* Created cutting-edge Lightning Apps and utilized Salesforce Flow for automation.
* Developed Apex code and Lightning Components to enhance user experiences.

**Lead Salesforce Developer**

**Home Depot, Austin, Texas (Aug 2017 – Dec 2018)**

* Oversaw three developers in customizing Salesforce products.
* Enhanced user interaction with Lightning Experience apps.
* Integrated third-party APIs to improve Lightning component functionality.
* Provided comprehensive training to business users.

**Senior Salesforce.com Consultant**

**American Express, Los Angeles, California (Jun 2016 – Jul 2017)**

* Improved data validation through Salesforce integration with external providers.
* Developed REST APIs and implemented Agile methodologies.
* Conducted code reviews and addressed bugs during testing phases.

**Salesforce.com Consultant**

**Google, Mountain View, CA (Jun 2016 – Aug 2015)**

* Served as a member of the improvement team and performed developer and administrator roles.
* Developed Apex code, Visualforce Pages, and custom objects.
* Implemented custom tabs, approval processes, and validation rules to automate business logic.
* Created custom reports and dashboards to assist managers effectively.

**Salesforce.com Consultant**

**American Express, Bangalore, Karnataka (May 2013 – Nov 2014)**

* Participated in business analysis and requirement gathering for Salesforce.com deployment.
* Successfully produced program plans within specified time, effort, and quality standards.
* Customized communication templates, security controls, and profiles to meet organizational needs.
* Developed Apex code, custom objects, and workflows to automate processes.

**Java Developer**

**Infosys, Hyderabad, India (Jun 2011 – May 2013)**

* Collaborated to customize and integrate Salesforce solutions.
* Altered workflows, page layouts, and profiles to meet corporate needs.
* Developed Apex code and launched applications using Eclipse IDE.