**Varun kumar reddy**

Mobile No: +91-9052343824 Mail:**varunreddykc562@gmail.com**

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| **Summary:** |

* 2.2 years of sound experience in Salesforce CRM.
* Experience in Administration, Configuration, Implementation and Support of Salesforce CRM.
* Experience in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions.
* Experience in Data Loader and Salesforce.com Sandbox environments.
* Experience in implementing Security, Sharing rules, Profiles and Permission sets at object, field.
* Good Knowledge on Deployment, deployment from one environment to different environments.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on the designing of custom objects, custom tabs, custom reports, report folders, design of Visual Force Pages, Dashboards .
* Experience in developing various **Visual Force Pages, Apex class and Triggers**.
* Experience in working with **Batch Apex and Schedule Apex**.

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| Professional Experience: |

* Working as a Software Engineer since JAN 2017 to till date for **Tech Mahindra, Hyderabad.**

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| Educational profile: |

* Pursued B-Tech(2016) in Computer Science Engineering from P.B.R Vits,Kavali, Andhra Pradesh

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| Technical Skills: |

* CRM : Sales force.com
* Languages : Apex, Visual Force, Java, HTML,C,Oracle12g
* Operating system : Windows Family
* Tool : Force.com IDE, Data Loader

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| Project #1: |
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**Name :  Stellar sales and service System**

**Client  : Stellar**

Role  **:  Salesforce Administrator / Developer**

Environment **:** Visual force Pages, Apex Language, Data Loader, HTML.

Team size :5

**Description:**

SSSS (Stellar sales and service System) is the global market leader of the international express and logistics industry. Stellar designs and sells consumer electronics, networking, voice, and communications technology and services. Sales Force Sales Applications help Organizations to improve Sales and customer service by enabling users to share and manage all relevant information about Customers, Competitors. The project involves the configuration of Sales Force applications to accommodate Suspects, Leads, Opportunities, Customers, Agreements and Contacts. Based on their requirements we customized an application that well suited for them.

**Responsibilities:**

• Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.

• Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.

• Developed and Deployed Apex Triggers, Apex Classes and Test Methods to facilitate details capturing and updating on leads, prospects and contacts.

• Created test scenarios on Sandbox environment and used Force.com component development wizard.

• Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

• Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.

• Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.

• Created new case records automatically by enabling triggers to process incoming service e-mail requests from customers.

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| Project #2: |
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**Name :  Online Health Services**

**Client  :  State Farm Health Care, U.S.A.**

Role  **:  Salesforce Administrator / Developer**

Environment **:** Visual force Pages, Apex Language, Data Loader, and HTML.

Team size : 5

**Description:**

This project mainly focuses on Doctors and Patients relation. This software facilitates a doctor to get a registration, which provides a quick reference of history related to a patient like his/her symptoms, drug allergies, family history etc. Doctors can use this information for further advices. So doctors will feel simple while treating a patient, which he already treated before. In this system patient will also facilitate by user-id and password to get online appointment with a doctor. So no patient will suffer for getting an appointment because all information about doctors like his/her available hospital name, available time etc. will be open in the web for that day. If a patient wants appointment for a doctor then he can send a message and can engage.

**Responsibilities:**

• Worked extensively in customization of Service Cloud Console by embedding Visual Force pages in custom console components, highlight panel and interaction log.

• Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.

• Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.

• Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.

• Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.

• Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.

• Provided ongoing Salesforce.com maintenance and administration services including periodic cleansing, custom objects and workflows.

• Developed Apex Triggers, Apex Classes and Test Methods.

• Experienced in the use of Data Loader and involved in scheduling timely data backup operations using

• Experience working across various SFDC implementations covering sales cloud and service cloud.

• Implemented case management automation (on Case Object) to track and solve customer's issues.

• Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.

• Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

• Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components.

• Built relationships across multiple technology, operations, services, sales, program and product team to accomplish end

• Implemented Security access to the user profiles by creating Object level security, field level security and record level security.

• Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.

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| Personal Details: |
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Name : varun kumar reddy

Date of Birth : 16/09/1995

Gender : Male

Marital Status : Single

Contact No. : 919052343824

Email : kcvarun.salesforce@gmail.com

Language Known : English, Hindi and Telugu

Date:

[**Varun kumar reddy**]

Place : Hyderabad.