# Tejaswi Penumarthy

**Mobile No. +91 9492492647**          **E-mail : tejaswipenumarthy123@gmail.com**

## Objective

 Currently seeking a new and challenging Salesforce Developer/Developer Support position; making best use of existing skills and achievements, whilst enabling further personal and professional development

## Professional Experience

- Total of **6.7 years** of experience in IT industry as a developer, Technical Support Engineer, in designing, developing and supporting various applications in Salesforce Private limited, Sapion Solutions private limited and Capgemini.
- 2 years of experience as Technical Consultant in Salesforce Private limited.
- 3 years of experience in **Salesforce administration** and **development** as a Software developer in Sapion Solutions private limited.
- 1.7 years of experience **as** a Senior Software engineer in Capgemini.
- Experience in SFDC application development using **lightning components, client-side controllers**, **Apex classes, Trigger, Visual force Pages, Force.com IDE, Batch Apex, schedule apex** and **SOQL.**
- Extensive Salesforce Data Migration experience using Data loader, Import Wizard tools.
- Proficient in using Postman for **API testing**, ensuring seamless integration between Salesforce and external systems.
- Built **custom Lightning web components** to enhance salesforce user experience, enabling faster development cycles and reducing redundancy.
- Integrated LWCs with salesforce APEX controllers and external API's via **REST APIS's**.
- Skilled in utilizing Workbench to execute DML operations and test REST API to ensure system reliability and data integrity.
- Salesforce 6X certified.
- Achieved Double Star Ranger as a Trailblazer for showcasing dedication to goal setting and continuous improvement.
- Collaborated with stakeholders to translate business requirements into functional LWCs improving data visibility and user interactions.
- Committed to staying updated with the latest Salesforce advancements and continuously refining skills to deliver cutting-edge marketing solutions.

## Work experience

- Currently working as Technical Dev Support engineer in Salesforce from November14$^{th}$ to till date
- Worked as Salesforce Developer in Sapion Solutions private limited from May 2019 to November 11$^{th}$ 2022.
- Worked as Senior Software Engineer in Capgemini, Hyderabad from November 2012 to June 2014.

## Areas of Strength

- Good Understanding of SALES FORCE.COM and its concepts to implement business solutions for CRM applications and mapping them to product features.
- Analytical thinker that consistently resolves ongoing issues in team.
- Ensuring smooth implementation and testing at client location.
- Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

## Technical Expertise

| | | |
|---|---|---|
| ➢ Sales force Technologies | : | Sales force CRM, Force.com platform, Apex Classes/ Controllers, Aura Component framework, Batch Apex and Triggers |
| ➢ Sales force Tools | : | Force.com IDE, Force.com API tools (Data Loader), Work bench, Poastman, Splunk, Swagger. |
| ➢ Programming Languages | : | Apex, Python, JAVA. |
| ➢ Web Technologies | : | JavaScript, HTML, CSS. |

## Education

- ➢ Master of Technology in High Voltage Engineering from University college of engineering, Kakinada, in 2012 with 81%.
- ➢ Bachelor of Technology in EEE from J.N.T.U, Kakinada in 2010 with 73%.
- ➢ Intermediate in M.P.C from Pragati Junior College in 2006 with 95%.
- ➢ 10th from Montessori School in 2004 with 86%.

## Certifications:

- ➢ Certified as **Salesforce Administrator**, **Salesforce Platform Developer I, Salesforce Platform APP Builder, Experience Cloud Consultant, AI Associate and JavaScript Developer I.**
- ➢ Completed **Crash course on Python** which is a part of Google IT Automation with Python Professional certificate.
- ➢ **Sun Certified Java Programmer 1.6.**

## Achievements

- ◇ Organized and coordinated Salesforce Careforce events, facilitating volunteering activities and community outreach initiatives to make a positive impact on society.
- ◇ Earned recognition and received quiz winner during one of our CSG Onboarding programs showcasing deep knowledge and understanding of Salesforce concepts and best practices.
- ◇ Achieved Trialhead Double Star Ranger status.
- ◇ Received appreciation from client and from my supervisors for the quality work done and meeting the challenging deadlines for different Project Releases.

**Organization:  Salesforce Pvt Ltd, Hyderabad (From November 14ᵗʰ 2022 to Till date)**

**Project Name:** Imperial BayBridge in Commerce cloud
**Role:** Salesforce Technical Consultant

**Description:**

**B2B LWR Store:**

Imperial Bay Bridge customer has a B2B LWR storefront site where Customers place orders via storefront for registered and Guest users. The business use case involves adding the product to the cart, tax calculation, shipping calculation, Payment integration, My account information for the end customer. As a pert of this project, we have Configured with buyers' groups, categories, entitlement policies, products and search. This project leverages the Custom extension classes for tax, shipping, and payment in the checkout page. This project Project also uses the Standard API's for adding product to cart, retrieving product information in PDP, Place order functionality in Check out page. We have created custom LWC components for retrieving Buyer user information in My account page and search functionality. The content of the store is managed in salesforce CMS Workspace.

**B2C Store:**

Implemented order management flows for cancellations, returns and fulfiiment based on business requirements.

**Roles & Responsibilities:**

- Provide customized solutions using the Flows, Salesforce lightning Web components, apex controllers

- Implemented client side logic using JavaScript, HTML, CSS.

- Integrate LWC components with salesforce APEX classes and API's

- Have experience in using the Debugging tools Splunk, Swagger tools.

- Have experience in using the Workbench and Postman for API testing, ensuring seamless integration between Salesforce and external systems.

- Created apex triggers, test classes.

- Debugged and resolved issues during the development and testing phases.

- Every day attending scrum meeting to discuss critical issues with R&D team.

- Responsible for implementing user story in collaboration with product team.

- Customized and configured Salesforce B2B Commerce platform to align with customers' specific needs, including setting up pricing, product catalogs, discounts, promotions, and user access permissions.

- Participated in the testing and deployment of new features, enhancements, and bug fixes in the Salesforce B2B Commerce environment.

- Conducted user training sessions and created documentation to facilitate the adoption and efficient use of Salesforce B2B, B2C Commerce by customers and internal teams.

**Environment:** Commerce Cloud, Order Management development, B2B Admin, B2B development, Workflows, Apex, Validation Rules, Flows, Process Builder, Visual Force Pages, Data Loader, Workbench, Lightning Components, Assignment Rules and Flows

**Description:** This application manages all information regarding school children details, there guardian's

**Organization:  Sapion Solutions Pvt Ltd, Hyderabad (From May 2019 to November 11th 2022)**

**Project#1: May 2019 to August 2020**
**Project Name:** Clarity
**Client:** DoubleTake
**Role:** Salesforce Developer

**Description:** This application manages all information regarding school children details, there guardian's, emergency contact, medical information, History, daily Attendance, funded details, Government form details, take Online Attendance & many more from 200+ centers of US under a single roof.  Also creating Grades and Clusters, put them in different programs based on their performance etc.

**Responsibilities:**
- Understanding and analyzing the requirements, and mapping them to Salesforce functionality.
- Creating/add and manage Users, Roles, Profiles and setting up sharing rules.
- Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
- Creating object structure with different relationships, validation rules on the objects.
- Maintaining Workflow rules and Approvals.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts.
- Writing the triggers in the different scenarios.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Developing batch and schedule jobs to meet the requirement.
- Created Aura components and Styling the component for the custom Application developed.

 **Environment**: Salesforce.com, Force.com, Apex Classes, Controllers, Triggers,  SOQL, SOSL, Workflow & Approvals, Lightning Process Builder and Aura component framework.

**Project#2: September 2020 to November 11th 2022**
**Project Name:** John Hancock
**Client: John** Hancock
**Project role:** Salesforce Developer

**Description:**  John Hancock is a insurance project, we are working in Jh LTC customer portal project. It is providing long term care to their customers. Customers need to register the policy so they can be  able to initiate and submit the claim through LTC portal. Customers are login to portal by using their credentials and have to give their policy details, basic, practitioner and decease details and then have to   submit the claim. If the insured customer is not able to initiate the claim then instead of him, his family member or friends can able to initiate the claim through unauthenticated link and submit the claim.

**Roles & Responsibilities:**
- Have created objects, custom fields, tabs in Salesforce.com
- Provide customized solutions using the Salesforce lightning aura components, apex controllers.
- Designed Flows, Work Flows, and Approval Processes for automated alerts, field

updates, and Email generation according to application requirements.

- Created apex triggers , test classes and work flow rules.
- Created batch apex and scheduled those batch classes.
- Every day we have to attend scrum meeting to give user story updates.
- Responsible for implementing user story as per requirement.
- Have to add subtasks to the user story and need to give story estimation points and logs the time.
- Have to deploy the changes to the higher environments.
- Have to give the report about resource utilization and Jira user story updates for every week to the offshore management.

**Environment:** Salesforce.com, Force.com, Apex Classes, Controllers, Triggers, Visual Force, SOQL, Workflow & Approvals, Lightning Process Builder.

**Organization:  Capgemini, Hyderabad (From November 2012 to June 2014)**

I have attended this Fresher Learning Program where I got training on Web Technology. This covers Java, J2EE, XML, Rational Rose, Database concepts, UML, training on email etiquettes and Capgemini Values and Culture. Here as part of training we worked in a dummy project where we developed a Library Catalog using Core java. There we have added functionalities to add/delete/update topics for different categories. We have added authentication and authorization to update the contents.

**Project: CapBook**

**CapBook** is a social networking site where multiple users can access the same data simultaneously.

**Roles and responsibilities:**
- Technical Lead for a team of 5.
- Involved in collecting and analyzing the requirements.
- Gained knowledge in SQL while working on MySQL database.

**Technical Expertise used:**
- Core java.
- Spring
- SqlYog as Database.

**Project: Claims**
**Client: CNA**

**Description:**   CNA is highly rated for financial strength by all the major independent rating agencies. The nature of work that's performed can broadly be categorized as follows.
- Application Support
- Maintenance/ Enhancements

*Roles and responsibilities:*
- Analyzing and Solving Job Monitoring Issues
- Performing Unit / System Testing

- Providing Application Support.

***Technical Expertise used:***
- SQL Developer, Win SQL
- Tools: Secure FX, Secure CRT

Got appreciations from my supervisor for my quickness and accuracy on resolving the Cases.

## *Declaration:*

I do here declare that the above-mentioned are correct and true to the best of my knowledge.

**Place**: Hyderabad