kusuma k

Salesforce Developer, 3+ years experience
Hosur, India
https://augmntx.com/profile/salesforce-developer-kusuma-k/axf22671

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Salesforce Certified Developer with over 3+ years of professional experience, including 2.6 years in Salesforce Development, Administration, and Configuration. Proficient in Sales Cloud, Service Cloud, and Experience Cloud, with expertise in Lightning Web Components (LWC), Apex, and Salesforce automation tools. Skilled in integrations, custom triggers, and dynamic user interfaces. Experienced in delivering solutions for diverse industries, streamlining workflows, and ensuring data accuracy. Holds certifications in Salesforce Administration, Platform Development, and AI Associate and AI Specialist.

INDUSTRIES: Pharmaceutical

TECHNICAL SKILLS

• Salesforce Admin	2 years & 6 months
• Salesforce Development	2 years & 6 months
• Apex	2 years & 6 months
• Flows	2 years
• LWC	2 years

SOFT SKILLS

Client Handling, Teamwork, Critical thinking, Time management

PROJECT DETAILS

• Bangalore Bio-Innovation Center December-2023 - November-2024

Project Description: Developed a robust Salesforce solution for the BBC portal, enhancing user interactions and operational efficiency. Key features include Registration and Equipment Booking Pages with secure guest access, allowing seamless user registration, login, and equipment bookings. Additional functionalities include Mentor Booking, Equipment Booking Cancellation, and Rescheduling, ensuring flexibility for users. Automated invoice generation using Visualforce and Apex triggers, handling rate calculations and custom invoice ID creation. Implemented a payment receipt upload system and dynamic approval processes for compliance and quality control. Integrated backend systems ensure data accuracy, while responsive Lightning Web Components (LWC) deliver an intuitive user experience.
Responsibilities: Registration Page, Equipment Booking Page, Invoice Automation, Mentor Booking, Equipment Booking Cancelation, Equipment Re Scheduling, Approval Process
Technologies: Sales,Experience Cloud
Industry: Pharmaceutical
Link: https://bangalorebioinnovationcentrebbc.my.site.com/

• STELIS Biopharma Pharmaceuticals January-2022 - November-2022

Project Description: A comprehensive Salesforce-based solution designed to enhance pharmaceutical sales management by integrating Sales Cloud and Service Cloud. Key features include dynamic page layouts, automated workflows, real-time KPI dashboards, and Outlook integration for streamlined operations. Custom Lightning Web Components and Aura-based applications improve user experience, while validation rules and data management tools ensure accuracy. This solution boosts productivity, provides actionable insights, and enables scalable, secure, and efficient sales processes tailored to the pharmaceutical industry.

Responsibilities: Automation using Flows, Batch Apex, Security, outlook integration Task management,Cutom Calendar.

Technologies: Sales And Service Cloud

Industry: Pharmaceutical

EMPLOYMENT HISTORY

• Salesforce Developer June-2022 - November-2024

Description: Role-Salesforce Developer, Responsibilities- Client Handling, Requirement Gatherings, Delivering the requirements in time

• Customer Relations Officer August-2021 - February-2022

Star Health Insurance Company

Description: Role-Customer Relations Officer- Responsibilities -Customer handling, Guiding customers to claim the insurance amount and most of the time handled escalated cases.

• Junior Process Associate January-2021 - July-2021

Armsoft Tech

Description: Role-Junior Process Associate, Responsibilities- Explaining about wallet protection plan to Customers and Guide them to buy the plan

CERTIFICATION

• Salesforce Certified Platform Developer I by Salesforce 2024
• Salesforce Certified AI Associate by Salesforce 2024
• Salesforce Certified AI Specialist by Salesforce 2024
• Salesforce Certified Administrator by Salesforce 2022

EDUCATION

• Bachelors degree in Agriculture from Acharya N.G. Ranga University 2015 - 2019

LANGUAGES

• English - intermediate

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