MOUNIKA BANDARU

 

*Salesforce Developer*

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**PROFESSIONAL SUMMARY**

* Over 9 years of experience in IT Domain, which includes, around 6 years of experience in salesforce.com Development and Administration on force.com platform including analysis, modeling, design, coding, testing and implementation on various business domains. And 3 years of experience in UI Development.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Strong implementation and rollout experience with salesforce.com CRM (Sales Cloud, Service Cloud), and Force.com Apttus CLM & CPQ platform.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ) systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Expert in Salesforce CPQ (Steelbrick) strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
* Good at migrations and deployment of code from one environment to other using Autorabit tool, Force.com IDE deployment wizard, Mavens mate and Workbench Deployment Wizard also have hands on experience in ANT Migration.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Customized existing Visual-force to align with Salesforce new Lightning UI experience.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Hands on experience on Lightening Components, Application and Events creation using Aura.
* Created Aura enabled controller and implemented controller logics.
* Strong Experience in Agile methodology and involved in grooming, planning, team ceremonies, program increments and scrum calls.
* Extensively worked on Tableau Desktop connecting to various data sources including Excel, SQL Server, Oracle and DB2 databases.
* Good understanding of Tableau Server options for publishing and sharing the reports across various user groups.
* Experience with Informatica Cloud, MuleSoft, Experience integrating Salesforce.com with other applications.
* Experience in developing client-specific solutions on force.com platform using Apex classes and Triggers, Visual force, Force.com IDE, SOQL, SOSL.
* Experience in Sales cloud, Service cloud, Custom Cloud, Chatter and App Exchange applications.
* Strong experience in Agile and Waterfall methodologies.
* Experience in web technologies like HTML, XML, CSS, and JavaScript.
* Experience with databases such as Oracle, Teradata and SQL Server.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

**EDUCATION:**

* Master’s in Information Technology in Harrisburg University of Science and Technology, Harrisburg, PA.

**CERTIFICATIONS:**

* Certified Salesforce Platform Developer-1
* Certified Salesforce Administrator

**TECHNICAL SKILLS:**

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| --- | --- |
| SFDC Technology | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web services, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process. |
| SFDC Tools | Apex Data Loader and Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Apttus CPQ, Steel brick. |
| Languages | Apex, Core, SOQL, Java Script |
| Operating systems | Windows, MSDOS, LINUX |
| Databases | Oracle 10g, Oracle 11g, SQL Server, DB2 |
| Methodology | Agile, scrum, SDLC. |

**WORK EXPERIENCE:**

**Salesforce Lightning Developer**

Citi Group, Texas. | Apr 2020 to Present

Responsibilities:

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Created and deployed Several Reports using salesforce.com platform.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Gathered the requirements by coordinating with the business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Developed Apex Classes, Email Services and Bulk Triggers by considering governor limits for various functional needs in the application.
* Used SOSL and SOQL within Governor Limits for data manipulation needs of the application using the platform database objects.
* Created Activity custom fields, custom relationships and event Page Layout according to the requirements.
* Designed and developed the Apex classes, Apex Triggers, Visual force pages, Custom Controllers, according to application needs
* **Environment**: Salesforce.com platform, Force.com IDE, Lighting, LWC, Apex classes, Triggers, Visual force (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, Java Script, Eclipse, Apex Triggers, Workbench, Perforce, REST API, SOAP, WSDL, Windows.

## Salesforce Developer

Caterpillar, TN. | Aug 2018 to Mar 2020

Responsibilities:

* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Responsible for providing solution and Implementation of Apttus CLM & CPQ for different business internally.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Configured the Contract management and revenue management with using of Apttus CPQ.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Provide sophisticated integration solutions within Salesforce.com as well as the integration tool. This includes developing Apex Classes and Triggers, Custom Visualforce pages, Salesforce APIs, Salesforce to Salesforce connector, MuleSoft and Jitterbit coding and configurations.
* Performed Bulk Data Migration from Legacy Systems to Salesforce using Import Wizard, Excel Connector, Data Loader and Jitterbit.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign etc.
* Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Performed data cleanup and/or Data migration to/from salesforce.com
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries. Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* **Environment**: Saleforce.com platform, Apex Language, Visualforce Pages, Lightning Experience, Lightning Components, Sales cloud, integration, Admin, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Jitterbit, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

## Salesforce Developer/Admin

Century Link - Dublin, OH | Dec 2017 to July 2018

Responsibilities:

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed batch interfaces and processes to integrate Salesforce.com with external systems.
* Experience in using Data loader and scheduling timely data backup operations using Apex scheduler.
* Implemented escalation rules, Automatic Case generation and their escalation to call center representative and generated emails alerts for quick issue resolution
* Developed several Triggers, Apex Classes and Visual Force Pages as a part of an application development
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created Master-Detail and Lookup relationships on Standard and custom objects and defined junction objects to establish connectivity among objects.
* Written Batch Apex to handle progressed opportunities.
* Implemented field level security along with the page layouts to control access to certain fields.
* Maintained version control using GITHUB along with auto rabbit to manage all the deployment
* Audited, uncovered, and resolved data integrity issues with legacy systems
* Involved in developing tests for custom apex code.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the Informatica on Demand.
* **Environment**: Apex, Force.com, Triggers, API integration, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP, API, Chatter, Sandbox data loading, Git, DML Query, CPQ and Web Service integration, Metadata API, SaaS/PaaS.

## Salesforce Developer/Admin

Allied Telesis, San Jose, CA | May 2016 to Nov 2017

Responsibilities:

* Worked with Business System Analyst to provided recommendation and designed the Best Solutions for implementing new business ideas.
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Defined objects and Field Level Security for different profiles.
* Wrote an Apex Trigger on Contact for cross object field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Having experience on live support activities providing solutions to end users on Production environment
* Provided Case Management by Configuring Email-to-Case for end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using Change Set.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Worked with AppExchange Dup Catcher to filter and prevent duplicate records in the organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* **Environment**: SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

## UI Developer

Portware, Hyderabad, India | May 2011- Aug 2014

Responsibilities

* Developing Webpages by using HTML5, CSS3, jQuery, JavaScript, Angular.js and bootstrap.js.
* Helped create interactive prototypes and UI specs, including screen layouts, Color palettes, typography, and user-interface components.
* Producing brand standards and style guides for creating interactive, user-centric products.
* Developing style guides and standards around web screens UI elements.
* Consulting/advising application teams on UX guidelines and UI layouts
* Solving UI Front end defects on HTML5 CSS3 and debugging using Firebug, Google chrome Developer tool and Omnibug.
* Using Eclipse IDE with SVN plugin for committing and updating codes.
* Worked on Omniture analytical tracking using Adobe Dynamic Tag Management.
* Co-coordinating the Daily Status for Digital Pharmacy Consumer team and validating the defects.
* Evolution of user interface / visual design and work closely with development teams to validate the UI pattern is rendered accurately.
* Using Adobe Photoshop and Adobe Illustrator for Wireframe, Mockup and Layer composition.
* Used detailed wireframes and developed Mock-up designs as per the requirements of Business for Chat Landing page.
* Applying a user centered design methodology and user research techniques such as persona development, wire framing, storyboarding and user scenarios, usability testing.
* Designing textual and graphical content, including product illustrations for the site.
* Created library resources for UI element for the team.
* **Environment**: WireFraming, Mockup, Prototyping, Visual Designs, User Research, Eclipse IDE, Firebug, Omnibug, Chrome Developer tool, Adobe Photoshop, Adobe Illustrator, HTML5, CSS3, jQuery, JavaScript, bootstrap.js and Angular.js.