# A picture containing drawing Description automatically generatedA close up of a sign Description automatically generatedA picture containing drawing Description automatically generatedDhee Nallamothu

# kumar@ibsysinc.com

# 681 441 0082

3x Certified Salesforce.com professional (ADM 201, PD-1 & CPQ specialist) with around **8 years** hands-on experience in Salesforce.com CRM and Force.com platforms as Salesforce Developer and Administrator.

**SUMMARY:**

* Experienced with all aspects of **Software Development Life Cycle (SDLC)** and **Software Testing Life Cycle (STLC)** with experience in Requirement gathering, Analysis, Designing, Development and Testing.
* Incredibly good experience in implementing **Apex classes** and **Triggers, Batch Apex**, Controller and Controller Extensions, Components, Test Methods and Application Design.
* Strong experience in salesforce.com Development on Multitenant Force.com.
* Hands on experience in **Visualforce pages, Visualforce components, Web services, API’s** etc.
* Total awareness of the Salesforce.com CRM business process and its phases for translation of business requirements into systems design.
* Experience on custom user interface using **Visualforce Pages, Custom Controllers and Custom Components.**
* Experience in handling **Governor Limits.**
* Experience in writing **Test Classes and Test Methods** to ensure the maximum Code Coverage.
* Developed **Apex** **Triggers** using **SOQL** to execute complex business requirements.
* Proficiency in **SOQL** and **SOSL** queries.
* Designed and Developed **Lightning Web Applications**.
* Experience in **AWS** integration.
* Experience in **Aura Framework** by using **Aura Attributes** and **Aura Handlers** by focusing on logic and interactions in Lightning Applications.
* Good understanding of the Business logic, programs and processes that could guide the effort to prepare, create and incorporate improvements to the pattern of design and code.
* Experience in building the Visualforce pages using Force.com sites, **APEX, HTML, CSS and JavaScript**.
* Experience with deployment tools like Force.com based on the Salesforce.com **Sandbox and production environments.**
* Experience in Data Migration using **Apex Data Loader and Workbench**.
* Expert in salesforce.com Administrative skills like creating or modifying **Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Objects, Record types, etc.**
* Salesforce Lightning Experience using SLDS for developing **Lightning Components, Actions, events and client side controller.**
* Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Tasks and Events.
* Excellent in creating Workflow Rules, Approval Processes to automate business process.
* Expertise in using tools like **Data Loader and Import Wizard for data transfer.**
* Expertise in working on **CPQ (Configure, Price, Quote)** tools.
* Experienced in **Agile** Development environments.
* Efficient team player with excellent analytical, communication & problem solving skills with ability to work individually as well as a team.
* Capable of learning new technologies and successfully applying them in projects and operations.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

**Technical Skills:**

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| **Salesforce**  **Technologies:** | Salesforce CRM, Apex, Triggers, Apex Classes/Triggers, Lightning Experience, Aura framework, Web Services, Workflow rules & Approvals process, Case Management Custom Objects, Reports, Dashboards, SOQL, SOSL, Service cloud, sales cloud. |
| **Programming Languages** | C, Java, Apex, Visualforce, Html, CSS, JavaScript, jQuery. |
| **Data Migration Tools** | Apex Data Loader, Custom Import Wizard, ETL Tool and Workbench. |
| **Web Services:** | SOAP, REST |
| **Operating Systems:** | Windows 2000/XP/Vista/7/8/10,  Windows Server 2000/2003/2008 |

**PrOFESSIONAL CERTIFICATIONS:**

* Salesforce.com Certified Platform Developer I.
* Saelsforce.com Certified Administrator (ADM 201)
* Salesforce.com Certified CPQ Specialist.
* Cisco Certified Network Professional.

**Professional Experience:**

**Anthem, VA February 2019 – Present**

**Salesforce Developer**

**Responsibilities:**

* Performed the role of Salesforce Lightning Developer in the organization.
* Performed the Salesforce Classic buttons to the Salesforce lightning Quick Actions.
* Developed and Deployed in Salesforce.com in Sales Cloud, Service Cloud, Commercial Cloud and Financial Cloud.
* Trained the agents/users on the newly developed.
* Experienced Salesforce developer Salesforce Lightning Design System and Lightning App Builder, lightning components bundle.
* Developed SOQL and SOSL queries to get data from different related objects.
* Written apex REST web service classes for inbound calls to salesforce.
* Extending the Salesforce.com capabilities by building on AWS.
* Integrating the Salesforce platform with AWS API gateway.
* Using salesforce SaaS applications that run on the AWS cloud.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Integrated DocuSign and Conga Composer with salesforce.
* Worked on Conga templates and email template manager.
* Good knowledge on Web to Lead, Web to Case and Email to Case in sales and service clouds.
* Implemented RPA in Salesforce to improving the performance of case management - customer service requests, help desk requests, and work orders in the CRM.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work.
* Worked with Flosum and Ant to migrate data and metadata from one organization to another organization.
* Quality Analysis is being done on the Salesforce DX which could come into practice soon.
* Responsible for migrating existing data (Lightning Components, Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using Ant, Change set and Data loader.
* Designed, developed, test, and deployed custom salesforce applications using APEX Classes, Controller Classes, Batch APEX, and APEX Triggers for various functional needs in the application.
* Perform SFDC Administrative tasks like creating/modifying Profiles, Roles, Users, Page Layouts, Email Services, Process builders, Flow Builder, Workflows, Approval Processes, Reports, and Dashboards.
* Built Case escalation rules & queues, Case assignment rules, and auto-response rules.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop the rich user interface and better interaction of pages which in turn help in sales enhancements.
* Worked on Data Loading Activities using salesforce.com Import Wizard, Force.com Data Loader, Informatica, and Workbench & Data Loader.
* Create data flows involving various data transformations in Salesforce Einstein Analytics using JSON, XMD, SAQL.
* Analyze large volumes of data and developed dashboards using Salesforce Einstein Analytics.
* Worked with QA process and different levels of testing like Functional, Regression, and Integration testing with business scenarios.

**T-Mobile, New Jersey October 2017 – February 2019**

**Salesforce Developer**

**Responsibilities:**

* Worked with QA process and different levels of testing like Functional, Regression, and Integration testing with business scenarios.
* Performed the role of Salesforce Lightning Administrator in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created many Data extensions to accommodate custom scenarios.
* Provided trainings and access for the 20k+ users around the globe as a POC for the users onboarding.
* Developed and deployed Salesforce.com in Service Cloud and Commercial Cloud Platform.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and worked on documentation.
* Designed and set up a lightning community portal to access Wave reports and dashboards.
* Worked on Security for community portal so users could only see reports and dashboards assigned.
* Built a custom inline editing lightning grid to be used in a community Utilized.
* Implemented RPA in Salesforce to improving the performance of case management - customer service requests, help desk requests, and work orders in the CRM.
* Experience with sales force automation and case management business processes.
* Created various Custom Objects, Custom Settings, Custom Labels, Case Management, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* As a Salesforce developer, have involved in Developing Apex Classes, Triggers and Visualforce Pages.
* Created the Validation Rules, Approval Process, and Workflows.
* Participate in QA checkpoints during delivery to provide guidance and ensure solution aligns with original scope.
* Used automation studio for performing actions such as imports, extracts and SQL query activities.
* Customization data Validation Sales, Marketing, Customer Service and Support development team.
* Worked on the field service applications and provided support to the DELL SERVICE users.
* Created Web-to-Lead and Web-to-Case forms. Created Escalation rules to escalate the cases.
* Data migration and updates through the tool provided by Sales force.com and Copado tools.
* Participated in the bug review meetings with Testing Team and, updated requirements document as per business user feedback and change in functionality of the application.
* Designed personalized email content using Adobe Creative Suite, HTML and CSS3, AMP script in Content Builder.
* Develop end-to-end solutions for complex nurture campaigns to deliver personalized customer communications.
* Customized the entire Salesforce.com applications to incorporate the business requirements which involved creating Web Forms and processing the data in SDFC with the extensive usage of Web services API.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex scheduler.
* Developed SDFC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Deployed the changes to the production from the dev sandbox using the Ant Deployment Tool creating the Package.xml for every release.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports, and saved them for further access to the users.
* Designed various HTML Email templates for Auto-Response to customers
* Responsible for migrating existing data (Lightning Components, Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com Dev, DIT, SIT and Production SANDBOX using Ant, Git Rabbit, Changeset and Data loader.

**ARIJA Soft PVT LTD, Hyderabad, India July 2016 – August 2017**

**Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Responsible for Business Analysis and requirement understanding, development and data modeling.
* Worked with various Salesforce standard objects such as Accounts, Contacts, Leads, and Opportunities.
* Developed various custom objects, Components and Visualforce pages.
* Developed and deployed Workflows& Approvals wherever necessary.
* Developed and configured various Custom Reports and Report Folders for different User profiles based on the need of organization.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience
* Used Data Loader to make bulk upload of client data.
* Worked on Lead creating process in Salesforce from landing pages.
* Created Page Layouts, Search Layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and tested emails across multiple browsers, platforms and devices. Communicate to key stakeholders about technical best practices and help teams identify optimal technical solutions.
* Work collaboratively as a member of an end-to-end lead management, cross-functional, global team.
* Implemented the requirements on Salesforce.com platform and Force.com plug-in using Eclipse.
* Proficient with Content Builder tool Develop HTML emails using SFMC WYSIWYG, HTML and CSS.
* Created multiple Record Types based on the category of clients.
* Migrated data from csv files to SFDC using data loader into sandboxes.
* Use Jira for project management and bug tracking, Fisheye for code reviews, Subversion for source code control, and Jenkins for deployment and continuous integration.
* Worked with Production support team and fixed the issues on On-Demand basis.
* Actively participated in the daily SCRUM meetings to produce quality deliverables within time.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists and complex page layouts.
* Create complex workflows and Approval processes.
* Implemented Data segregation through Record Types and Field level security.
* Developed and maintained validation rules and custom workflow.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Audited, uncovered and resolved data integrity issues with legacy systems.
* Complete bulk imports of data using Apex Data Loader.
* Developed and maintained custom reports.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Prepared training materials for business use.

**Intuz Solutions Private Ltd. - Ahmedabad, India July 2013 – July 2016 Salesforce Developer**

**Responsibilities:**

* Performing the role of Salesforce Developer in the organization.
* Gathered business requirements by communicating with user team and trained team on how to efficiently utilize the system.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Using Force.com developer toolkit including Apex Classes and Visualforce pages to develop custom business logic.
* Worked on various SalesForce.com Standard Objects including Accounts, Contacts, Loads, Opportunities, Reports, Dashboards, Events, and Tasks.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Worked with SOQL & SOSL queries with Governor Limitations to manipulate the data from SalesForce.com platform database.
* Created Custom Objects and fields for transactional and contractual information.
* Encrypted sensitive data with Encryption Fields feature.
* Designed and deployed Custom tabs, validation rules, Approval Processes, and Auto-Response for automating business logic.
* Used Force.com IDE for development of Visualforce Pages, Apex classes, Triggers and debugging and analyzing logs.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Worked on Unit testing, for the customizations and developments done during the project.
* Developed Cascading Style Sheets (CSS) for creating effects in Visualforce pages.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

**Zen Cloud Technologies, Bangalore, India** **May 2012 – July 2013**

**Salesforce Administrator**

**Responsibilities:**

* Configured the Salesforce.com environment.
* Worked on Agile Methodology with respect to the business requirements.
* Created custom objects and fields in them. Modified standard object to include required custom fields.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Worked on workflow rules & approval processes.
* Migrated data from MS Excel / CSV files to SFDC using Data Loader.
* Created summary reports, matrix reports, pie charts and Dashboards to provide more accurate forecasting.
* Developed custom Workflows and Assignment Rules.
* Implemented Field Level security for sensitive data holder fields.
* Wrote several queries on custom and standard objects using SOSL & SOQL.
* Created user accounts and managed the profiles.
* Worked on role hierarchy & sharing rules to configure visibility.
* Prepared training material and trained salesforce.com business users.