# Teja Sevella (469)351-8307

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# SUMMARY

* **Salesforce Developer and Salesforce Administrator** with solid 7+ **years** of professional IT experience in Salesforce.com CRM and Force.com platform.
* Expertise in Sales Cloud, Service cloud, Community and Marketing cloud.
* Experience customizing **standard objects** - Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports and Dashboards.
* Excellent work experience in Administrative tasks like creating **Users**, **Roles**, **Profiles**, **Page Layouts**, **E-mail alerts, Reports**, **Dashboards**, **Workflows** and various other components as per the client and application requirements.
* Experience in SFDC Development in implementing **Apex Classes**, **Triggers**, **VisualForce**, **SOQL**, **SOSL** and

# Force.com IDE.

* Experience in Configuring Salesforce.com by creating **custom objects**, various types of **custom fields, links, buttons, record types, Junction objects, master-detail relationships, controlling/dependent picklists, lookup relationships, role based page layouts, custom tabs, custom reports, report folders, report extractions to various formats, Snapshots.**
* Used different data tools – **Apex Data Loader**, **Import Wizard, SFDC Data Export** and **Mass Delete.**
* Hands on experience in implementing security and sharing rules at **Object**, **Field** and **Record** level for different users at different levels of organization and also creating various profiles and configure the permissions based on the organizational hierarchy.
* Experience in working with **Salesforce.com Sandbox** and **Production** environments.
* Configured **email-to-case, web-to-case and web-to-lead** set ups.
* Resolved technical and functional issues by creating cases for selective dealers.
* Experience with creating and configuring **custom reports** (tabular, summary, matrix).
* Created custom **dashboards** (charts, gauges, tables and metrics) and dashboard folders to assist managers to better utilize Salesforce as a sales tool.
* Experience in salesforce **lightning** features and built aura components from scratch.
* Worked on Aura events like Application and Component events.
* Experience in **Copado** deployment audits, with commits in version control and deployment into salesforce.
* Used **Aura component** as a wrapper to embed **Lightning Web Component**
* Experience with **data migration** and data management activities using **Import Wizard** and **Data Loader**.
* A strategic thinker with attention to detail, excellent communication and time management skills.
* Possess knowledge of CRM processes like **Sales, Marketing, Customer Service** and **Customer Support**, **Business processes.**
* Leveraged VS code for end- to end deployments
* Leveraged GIT as our version control tool. Created and cloned multiple repositories
* Experience in working with Cross Functional, Technical and Business Teams within an Organization.
* Excellent analytical, de-bug and documentation skills.
* Thorough knowledge in the **security** and **sharing model** which is used to finely control the user’s access to different data.

# TECHNICAL SKILLS

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| **Sales force Technologies** | Sales force CRM, Sales force SFA, Apex Language, Veeva, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Marketo, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, LWC, Aura compoenets. |
| **Sales force Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production), Copado, Github, Bitbucket, sales cloud, service cloud |
| **Programming Languages** | Java 8, JavaScript, HTML, XML, DHTML, C, C++, C#. |
| **Databases** | MS SQL Server 2014/2008, PL/SQL, RDBMS, Oracle MS Access, and MySQL 5.7. |

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| **Operating Systems** | Windows, Windows Server 2012 / 2008, Linux. |

**PROFESSIONAL EXPERIENCE**

# Senior Salesforce Developer

**Verizon, Dallas, TX Feb 2020 – Present**

* Verizon is an American multinational telecommunications company and the heart of modern data communications. We have leveraged and consumed several APIs to integrate with external systems. Verizon operates on a cloud service platform providing connectivity for web applications to access data and perform critical functions. I have implemented Salesforce for their ‘Loan officers’ and for ‘customers’ where customers can have easy quick quote based on their credit check. I have worked upon task automations, several integrations, business enhancements, business support stories are worked upon including maintenance and production supports stories by strictly following Verizon guidelines and Salesforce best practices.

# Responsibilities:

* Designed, developed, and deployed Apex Classes, Controller Classes, Extensions, Components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Developed SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Highly experienced in writing apex classes, apex triggers, developing visual force pages using standard and custom controllers and Salesforce.com Service Cloud expertise.
* Hands on experience in writing batch classes, schedule apex, http callouts, dynamic apex, single e-mail methods, mass e-mail methods, email-to-case functionality, test classes, wrapper classes
* Hands on experience in declarative methods like Lightning flows, Process Builders etc.
* Experience with lightning components and events with lightning framework capabilities ·
* Experience in salesforce lightning features and built aura components from scratch.
* Worked on Aura events like Application and Component events.
* Used Aura component as a wrapper to embed Lightning Web Component
* Created page layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages.
* Involved in design and implementing Custom objects and adding custom fields to Standard Objects to meet business needs.
* Configured Jenkins CLI with salesforce for continuous deployment.
* Designed and Developed File and payload transfer by using Salesforce.com REST API for third party tool called Encompass. Where the data and files collected in community cloud will be transferred to encompass.
* Worked on the necessary Security & Sharing setting like OWD, Role Hierarchy & Sharing Rules.
* Worked on developing lightning components like for file uploads from force.com page to sales cloud and worked on customizing the user interface fields, buttons and pages.
* Have good knowledge in querying salesforce.com database using SOQL&SOSL queries and Governor Limits
* Experience in salesforce lightning framework and components.
* Leveraged VS code for end- to end deployments.
* Leveraged GIT as our version control tool. Created and cloned multiple repositories.
* Hands on experience on Salesforce CLI which helped in simplifying development and build automation when working with our Salesforce org
* Hands on experience in using ETL tools for handling large data volumes like informatica.
* Extensive experience in deploying various components between different environments and pipeline using Copado deployment tool.
* Experience in backporting stories and using promotions, pipelines, environmental variables etc. in Copado.
* Worked on Conga Contract, Conga Composer, Conga Grid.
* Leveraged Congo tool to not only generate the documents but also built and automated the documents

**Environment:** Salesforce apex, REST, SOAP Apex, Triggers, Visualforce pages, SOQL/SOSL Queries, Process Builders, Lightning Flows, Force.com, java script, CSS, Profiles, Security control, Sandbox, Standard objects, Custom objects, Aura components, Lightning Components. LWC, Sales Cloud, Service Cloud

# Salesforce Developer

**Ochsner hospital, New Orleans, LA Oct 2018- Jan 2020**

Ochsner participates in the Healthcare Effectiveness Data and Information Set process yearly to maintain its accreditation through the National Committee for Quality Assurance. As part of the HEDIS effort, Ochsner works with General business goal of identifying year-round healthcare quality improvement opportunities within specified provider and patient populations. Ochsner Medical Center, historically also known as Ochsner Clinic, Ochsner Hospital, and Ochsner Foundation Hospital, is a hospital in Jefferson, Louisiana, a short distance from the city limits of New Orleans.

# Responsibilities:

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.
* Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages & Custom Applications, Salesforce.com Service Cloud expertise.
* Handled permission levels for different departs within the organization.
* Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.
* Managed &created Users/Groups with Active Directory & managed their permission levels.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of standalone, Multi-tier, web-based and portals-based object-oriented enterprise applications.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
* Exposed to SOAP or REST based web services
* Experience with lightning components and events with lightning framework capabilities
* Technical knowledge about salesforce lightning process automation, process builder, app builder, components and lightning connect.
* Experience in modifying visualforce pages to be supported in lightning experience and good understanding of lightning mode and its features
* Implemented the validation rules on the objects and tabs, page layouts, custom tabs, and components to suit to the needs of the application.
* Created and customized Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Implemented Change Sets Deployment. Developed Test classes and increased the code coverage

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, WSDL, Sandbox, Data loader, Sales Cloud, Service Cloud and marketing Cloud

# Salesforce Developer/Administrator

**Genesis Software Technologies, Hyderabad April 2016- July 2018 Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized apps to match functional needs.
* Performed Salesforce.com Developer and Administrator roles.
* Interacted with various business team members to gather and documented requirements.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports & Opportunities.
* Designed, Implemented, and deployed Custom objects, Page layouts, Custom tabs, Components, and S Control to suit to application needs.
* Created Custom Objects and defined lookup and master-detail relationships on objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured permissions based on organizational hierarchy requirements.
* Implemented Apex Classes & Triggers and linked them to manage workflows implemented in system.
* Highly experienced in writing apex classes, apex triggers, developing visual force pages using standard and custom controllers
* Hands on experience in writing batch classes, schedule apex, http callouts, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Proficiency in SFDC administrative tasks like creating profiles, roles, users, page layouts, e-mail services, workflows, reports, dashboards, approvals, and tasks
* Implemented various Custom Reports and deployed them for different business user levels.
* Provided training to internal business users to use application & develop their own custom reports.
* Used sandbox for testing and migrated code to deployment instance after testing.
* Supported data migration activities for migrating data from various business centers and business center users with the support of Saleforce.com.

**Environment:** Windows XP, Force.com Platform, Sales force Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Salesforce.com sandbox data load, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

# Java Developer

**Netcracker, Hyderabad Feb 2015- March 2016**

# Responsibilities:

* Followed Agile SCRUM methodology for development and implementation of application.
* Developed application on Spring MVC architecture and implemented different spring modules like Spring IOC, Spring Batch and Spring Security.
* Trained model using Deep Learning Techniques (SoftMax, CNN, Inception).
* Worked on data pre-processing and cleaning the data to perform feature engineering and performed data imputation techniques for the missing values in the dataset using Python and Apache Spark.
* Designed Interactive front-end on AngularJS which facilitates user to upload images remotely
* Implemented Spring Security with OAuth 2.0 to provide security for the application.
* Worked on REST Services using JAX-RS to retrieve and provide the data as Object.
* Configured MySQL database on cloud using AWS RDS and implemented Triggers, Views and Stored Procedures on database.
* Performed Over time metrics' analysis and visualization of accuracies across different models
* Used Angular Fusion Charts for achieving Dynamic Data Visualization.
* Worked on Amazon Web Services such as Elastic Beanstalk for deploying the application and Simple Storage Service (S3) for storing obsolete image data.
* Prepared unit test-cases for the modules using JUnit 4.0.
* To keep track of issues and tasks on individuals used Zen-Hub tool.