**Bhavani Sagiraju**

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**Professional Summary:**

* Around 8+ Years of IT experience in **Salesforce Admin and Developer** applicationin all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, analysis, design, development, implementation & enhancement of projects in salesforce.
* Strong salesforce development experience with **Apex** **Classes**, **Apex Triggers**, **Batch Apex** and Schedule **Apex**.
* Extensive experience in creating **Visualforce pages** and integrating with external sources by **developing SOAP, REST, Apex Web Services** and **Force.com API**.
* Developed salesforce **Lightning Apps, Components, Controllers,** and **Events**.
* Extensive experience in writing **SOQL, SOSL queries**, relationship queries in **Apex Triggers**, **Controllers** and used Statements and Database methods for performing DML operations.
* Worked extensively in **developing and customizing Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components**.
* Hands-on experience with **Inbound and Outbound Integration** of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
* Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud** and **Marketing Cloud**.
* Good experience in rollout of Salesforce1 for mobile and customized Visualforce pages and Aura components.
* Proficient in building business logic using salesforce declarative programming like **Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task**.
* Good experience with Salesforce out of the box data modeland modeling in salesforce by creating **Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies, creating new relationships** using **Lookup, Master-Detail and Junction Objects**.
* Expertise with salesforce administrative activities: Creating **Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards**.
* Strong experience in implementing salesforce new features like **Process Builder** and performed actions **Creating Records**, posting a **Chatter post, Email Alert, Invoking an Apex Class**.
* Good experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by configuring **OWD, Criteria/Owner based** and **Apex managed sharing rules**.
* Extensive experience in **building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types** for the business users, management for higher visibility.
* Performed data analyst roles and used tools**: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel** for **data analysis**, **transforming, importing and exporting**.
* Deployed salesforce components from **Sandbox to Sandboxes** and Production instances using Force.com Migration tools (Ant based), **Change Set and Eclipse IDE**.
* Proficient understanding of CRM business processes like **Account, Contact, Opportunity, Campaign and Case Management.**
* Good understanding of Salesforce CPQ (**Steelbrick)**.
* Community/Portal functionality in support of **CloudCraze**.
* Extensive experience with different methodologies like **Agile and Waterfall**.
* Interacted with Customers in requirements **gathering, brainstorming sessions, preparing, BRD, Technical Solution Design** (TSD) for Salesforce implementations.
* Proficient with Object Oriented Programming and development web based applications using Java Technologies like **HTML, DHTML, CSS, XML, JavaScript, and J2EE**.
* Excellent Communication skills, good team player with ability to work as a part of both large and small teams.
* Experienced in Creating **Lightning Apps** combining Lightning Design System, Lightning App Builder and Lightning.
* Component features.
* Good understanding of the Business logic, programs and systems that could lead the effort for planning,
* developing and implementing changes in the design and code pattern.
* Experience in wide range of languages and technologies such as **HTML, CSS, JSP/JSF, AJAX** and **Spring MVC**
* Framework.
* Good experience in working on **Eclipse IDE** for writing business logic in Apex programming language.
* Extensive knowledge on Web service such as **SOAP** and **REST API**.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience in **Veeva CRM** and **Veeva Vault** Content Management applications.
* Expertise in creating Unit and QA Test Plans.
* Good knowledge of **Adobe Flash, Service Cloud**, **Sales Cloud** and **Chatter**.
* Experienced with Big Machines as part of the project Guided Selling, Product Configuration, Quoting, with links to automated pipeline forecasting, Complex Pricing &amp; Discounting, Approval Workflow, Proposal Generation.
* Worked with **SOQL, SOSL, VisualForce, Apex, Force.com Web Services API**.
* Experienced in Customization, Workflows, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Expert in implementing security and sharing rules at object, field, and record level for different users.
* Used Force.com platform for developing feature-rich and user-friendly Visual Force pages for enhancing **SFDC UI**.

**Technical Skills:**

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| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visualforce, Force.com IDE for Eclipse, Apex deployment Tools, Data Loader, Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Operating Systems** | Windows 2000/XP-Pro/Vista/7, UNIX/LINUX SFDC. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Data Loader, Excel Connector, IntelliJ IDE. |
| **Web Development** | XML, HTML, CSS, Visualforce, JavaScript, Lightning Aura. |
| **Web Services** | WSDL, SOAP/REST API, Service Cloud, Sales Cloud. |
| **Languages** | C, C++, Java Script, SQL, Apex |
| **Version Control Tools** | VSS, CVS, GIT. |
| **Databases** | Oracle 9i, Oracle 10g, SQL Server, MySQL. |

**Education details:**

**Master of Technology in Communication System, Andhra University, India 2011**

**Bachelor in Electronic and Communication Engineering, JNTUK University, India 2009**

**Professional Experience:**

**FedEx, Memphis TN Nov 2019 to Present**

**Senior Salesforce Lightning Developer**

**Responsibilities:**

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products
* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning
* Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Pervasive Data Integrator from the AppExchange for two-way integration with a JD Edwards ERP system.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment**: Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Sun Life Financials, Boston MA Jul 2018 - Oct 2019**

**Senior Salesforce Developer**

**Responsibilities:**

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that help the company to maintain their information and make sales of the product.
* Created many Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the salesforce Visualforce pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including Service Console, Customer Portal &amp; Communities, Case Feed, and Knowledge Base &amp; Entitlements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visual force pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in the project.
* Scheduled Apex Batch jobs for processing large records.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Worked on data migration from databases to SFDC using Data Loader.
* Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Created email templates and inbound emails using VisualForce for customers and clients.
* Used Sandbox migrated the code and deployed inbound and outbound change sets instance after testing.
* Collaborated with GitHub to access and share data from the database.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.
* Performed a software build using a build system like Apache Maven or Gradle, executed a shell script using Jenkins.

**Environment**: Saleforce.com platform, Visual force, Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, WorkFlow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

**One Main Financial, Evansville IN                                                                                May 2017 - June 2018**

**Senior Salesforce Lightning Developer/Administrator**

**Responsibilities:**

* Implemented customizations using Apex Custom controller classes, Extension, Triggers and Visualforce pages.
* Visualforce Pages for Lightning Experience, Alternates for Javascript Codes, Sharing Visualforce pages between Classic and Lightning.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Implemented the Batch Apex to process a bulk number of records in asynchronous mode.
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* Integrated Web Services for extracting the data from external systems and used the sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Written SOQL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from objects.
* Worked in deploying the Apex code, Triggers, Custom objects, Reports, Report Types, Workflows, page layouts, Record types using outbound change sets in Sandbox to Inbound change sets in Production.
* Creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Deployed applications from sandbox to sandbox/production using migration tool Eclipse and Change set.
* Design, build, test and deploy enhancements to Salesforce custom Objects, UIs, Workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com.

**Environment:** Apex Classes, Controllers, Triggers, Visualforce pages, Email Templates, CloudCraze, Workflow Approvals, Reports, Dashboards, Eclipse, Force.com IDE, Web service, SOAP, REST, HTML, CSS, Javascript.

**Bank of America, New york NY                                                                                   Sep 2015 - Apr 2017**

**Senior Salesforce Developer**

**Responsibilities:**

* Analyzing client requirements and creating design documents and Technical documents.
* Interacted with Business users for requirements gathering, analysis and development.
* Implemented in Agile Scrum, test frequently development methodology.
* Configured and customized Salesforce using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Worked on various Salesforce Standard Objects including Accounts, Contacts, Reports, Dashboards, Case, Lead, Opportunities.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships and validation rules.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Created Workflow rules and defined related tasks, email alerts and field updates.
* Upgraded some Apps from Salesforce Classic to lightning experience to develop a rich user interface and better interaction of pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed Lightning Component Framework and built Lightning components using an aura framework.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Worked with Salesforce.com premier support to resolve technical issues.
* Developing UI Pages using JQuery, JavaScript and CSS.
* Provided the training to Business users about the system.
* Developed and implemented a Service console comprising more than 1000 users.
* Developed various custom tabs and components for the Service console to resolve the custom issues/cases at minimum time using several technologies like Visualforce, jQuery and JavaScript.bit.
* Involved in Salesforce application setup activities and customized the apps to match the functional needs of the organization through monthly releases.
* Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.
* Designed and developed User Interfaces for Salesforce users as per requirements.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient.
* Created Sharing rules, Assignment Rules and Escalation Rules for Cases.
* Responsible for various system integrations with salesforce to accomplish Sales processes and business needs.
* Designed many Email templates, including the merge field’s functionality on an email template.
* Developed various applications using custom settings and custom metadata to make the code generic and which can be later modified by the BSA or admins using the custom setting/metadata type instead of changing the code.
* Migrated large volumes of external data on to Salesforce using Apex Data Loader as part of data management functions.

**Environment:** Apex Classes, Chatter, Visualforce Pages, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, HTML, CSS, Javascript, JQuery, Sandbox, Eclipse.

**TCS, Hyderabad India May 2013 - Aug 2015**

**Salesforce Developer/Admin**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various objects.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked with SOQL queries with governor limitations to manipulate the data from Salesforce.com platform databases.
* Written Apex batch and Scheduled classes to process large volumes of data on a periodic basis.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Used SOAP API for integrating Salesforce with external systems to perform data migration.
* Worked on minor enhancements to SFDC applications required by business users from time to time.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Designed Live Agent system and did the required configuration and customization to suit the client requirements
* Worked on Echo-sign email templates using Apttus X-author for word & used Apttus migration manager tool for migrating the templates from one org to another org.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Interacted with various business user groups to gather the requirements for Salesforce Implementation and documented the requirements.
* Created roles, profiles, access settings, workflow rules, validations, page layouts, creation and modification of fields.
* Experience in installing, evaluating AppExchange application on salesforce.com platform
* Used Data loader for data management in force.com platform.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Interacted with various Business User Groups (Sales and Ops) to gather the document requirements.
* Responsible for automating the processes, development using Apex, Visualforce following the apex best practices
* Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
* Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
* Used Apex Data Loader for insert, update, and bulk import or export of data to and from Salesforce.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Packaged and Deployed customizations from Sandbox to other environments using Migration Tool - ANT.
* Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Also worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Experience in writing web services using REST services to get real-time data from an external SQL database to show on internal Visualforce pages.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse, Soap API, Data Loader, Apttus CPQ/CLM, Custom Objects, Email Services, Web services, Visualforce, Apex Data Loader, Security Controls, Sandbox, Eclipse IDE Plug-in, Data Migration Tool, ANT.