

SALESFORCE DEVELOPER/ADMINISTRATOR

DEVENDER THUMMA

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SR Nagar

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PROFESSIONAL SUMMARY:

- Around 5 years of experience in IT Industry as a Salesforce Developer and consultant including developing Apex Classes with Test Classes in Salesforce.com CRM platform.
- Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
- Experienced working in Cross - functional teams, identifying business requirements and supporting sales/marketing efforts.
- Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages/Lightning, LWC, Force.com IDE, VS Code
- In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
- Worked on integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
- Used Email to case and created a community where the customers can create, update and manage their cases.
- Proficient in dealing with functionalities related to sales cloud& service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
- Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
- Designed Lightning pages by using LWC and Lightning message service to communicate with other frameworks in lightning pages.
- Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.
- Created test scenarios on Sandbox and production environment and migrated code to deployment upon successful testing.
- Created customized UI as per the client and application requirements using Visualforce.
- Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
- Expertise in creating different email templates and inbound emails using Visualforce for the clients and customers.
- Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio.
- Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, and Mass Delete.
- Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
- Experience in different aspects of Web Services (XML, WSDL, SOAP, and REST).
- Expertise in customizing standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summary reports, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the requirements.

- Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Pick-list, Field Dependencies, Custom Formula, and Approval Process, Sharing rules for automated alerts, field updates and Email generation.
- Excellent communication and inter- personal skills, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.
- Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
- Expertise in Lightning app builder (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
- Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
- Built reusable UI/UX components with lightning component framework.
- Experienced in Object Oriented Analysis and Design and Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture.
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

• Educational Qualifications

- Bachelor's Degree in Civil Engineering from JNTU Hyderabad.

CERTIFICATIONS

- Certified Salesforce Developer and associate.

PROFESSIONAL EXPERIENCE

- Working as Senior Salesforce developer at ACRO Computing India Pvt Ltd from August 2018 to till date.

Projects:

Project 1:

Paylocity (HR and Payroll Industry) – Salesforce Developer – Sales cloud – From 2022 August – till date

Description: All-in-one software platform gives HR pros a way to easily manage daily tasks in payroll, benefits, talent, and workforce management. But what makes us different is that our technology is backed by a culture that truly cares about our clients' success. Providers will merely sell you a product. But a partner care about you and your business. A partner takes the time to get to know you and understand your needs. We work with you to identify the best solutions that will benefit your business today, while paving the way to a better tomorrow. And tomorrow is all about your team. Everything we do is designed to support you in reaching your goals. Together, we tackle your day-to-day work so you can spend more time building the culture you and your employees crave.

Project 2:

Bestow (Insurance Industry) – Salesforce Developer – Sales cloud – July 2021 to Aug 2022

Description: Ensuring every family has access to the financial tools and safeguards they deserve is no small task. We have revolutionized the way people apply for life insurance, but truly expanding coverage means partnering across the industry. That is why we are developing solutions to help carriers drive innovation. Because life insurance is not just about today, it is about being ready for tomorrow.

Project 3:

RECOVER HEALTH – Salesforce Developer – Service cloud– from Mar 2020 to July 2021.

Description: Recover Health Project platform provide to schedule the Appointments to covid-19 test. This system contains different roles those are admin, Employer, lab, front desk, and patient. Based on Role login giving permissions. This project mainly used for booking the slots for covid-19 test. once the test is done update the status information to the end user either through Mail or SMS If user not attend the test giving the notification to user and say to them if you want to change the schedule. We are giving the information printout to the user If user have covid or not.

Project 4:

Brembo (Auto parts) – Salesforce Developer – Service cloud/Community Cloud – from June-2018 to Sep-2019.

Description: Brembo is the undisputed global leader in the production of brake discs, calipers, and complete braking systems. With its unrivalled expertise, Brembo produces everything from brake discs for the most popular cars in the European, American, and Japanese markets to braking systems for the world's most prestigious and exclusive models. The superlative levels of technology and reliability of Brembo products is founded on an integrated production process which encompasses every stage in the production process, from research and development and testing to casting and machining. On top of this is an ongoing commitment to research and development that sets Brembo apart as a leading name in its industry and allows the group to excel as both a manufacturer of reliable, durable components for the world's most popular and widely sold cars, and as a supplier of state-of-the-art braking systems designed and produced specifically for the most exclusive and desirable models in every class.

SALESFORCE LIGHTNING DEVELOPER:

ROLES & RESPONSIBILITIES:

- Performed the role of Salesforce Developer in the Organization.
- Expertise in advanced APEX/Visualforce/Aura/LWC development, including high volume data processing, community portals, SSO.
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Interacted with Various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
- Involved in implementation and Design of Cases and Issue with Order Management and Product Return module.
- Developed wave dashboards using Salesforce platform as the backend.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages/ lightning as user Interface.
- Involved in the enhancement and development of different LWC components
- Worked on salesforce standard objects (accounts, contacts, leads, opportunities).
- Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
- Maintenance of CRM functionality implementing SFDC.
- Creating SFDC reports (functional and technical documents).
- Create profiles, roles and configure permissions according to organizational hierarchy requirement.
- Developed applications using agile methodology.
- Created Workflows for automated lead routing and lead escalation.
- Developed Apex classes and Triggers and linked them to manage the workflows.
- Used Organization security, Network security to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
- Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.
- Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects

- Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
- Integrated applications with salesforce.com using SOAP web services API.
- Implemented communities and built external pages.
- Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
- Worked on LWC lightning data service by using wire service (wire adapter) to fetch data from server side and performed CURD operations.
- Deployed Change Sets from Sandbox to production.
- Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
- Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
- Designed salesforce service cloud console to enhance productivity with dashboard like interface.
- Responsible for writing SOQL and SOSL queries.
- Used Sandbox for testing. Created, managed packages, and migrated them between Sandboxes and Production environments for final implementation.

Environment: Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, Workflows, flows, Process builder Reports and Dashboards, CSS, HTML, J Query, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.