

**Spandana chiti (Certified Salesforce/Lightning Developer)**

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**PROFESSIONAL SUMMARY:**

**Certified Salesforce Developer/Administrator** with having  **8 years** of hands on experience in IT with around 7 yearsof strong hands on experience in **Sr. Salesforce Developer/Administrator** with domain experience involvesconfiguration, customization, communities, integration, deployment**,** classic to lightningdevelopment**, lightning components, lightning design system, lightning locker services and lightning data services, Designing of service Cloud, Sales Cloud ,force.com** 1 year of experience in developing web application using **Java J2EE**.

* Good working experience in various capacities such as **Salesforce developer, Salesforce Administrator, Force.com developer** and involved in various phases of entire project from **requirement gathering, implementation**.
* Rich experience in Administration and Development of **Salesforce.com CRM using Force.com, Visual force, and APEX.**
* Experienced in Financial Service Cloud**, Sales Cloud, Service cloud**, Customer portal using Salesforce CRM
* Strong Knowledge about **Sales Cloud, Service Cloud, Community Marketo Configuration**, and **Customization** and good understanding with **Client/Server architecture, Object oriented design techniques** and web application design
* Having Experience working in **Financial Service Cloud, Sales Cloud, Service Cloud, Customer portal** using **Salesforce CRM**
* Experience with different App Exchange products like **ApptusCPQ, Exact Target, and Marketo.**
* Experience in security and sharing model, SSO, Salesforce Configuration, desktop/mobile integrations.
* Expertise in **developing Salesforce Lightning** Apps, Components, Controllers and Events.
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Extensive experience using **Salesforce.com Administration**, Creating Roles, profiles, Page layouts.
* Worked on the designing of the **custom objects,** **custom fields**, role-based page layout, Custom tabs, Custom reports, Custom folders, report extraction to various formats, design of **visual force pages, Snapshots and dashboards.**
* **Extensive experience in Demand ware and Commerce Cloud**
* Experienced working with various App exchange products or **CPQ** products like Salesforce **CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.**
* Experience in developing **Visual force pages** and **Custom Objects** using Apex Programming on Force.com Platform.
* Expertise in WebSphere Commerce Server admin and development
* Added **Lightning** **Component** to **Lighting Pages and Record Pages**. Have worked on Apex classes,   
  Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Expertise in developing **Apex classes, Controller and Triggers** on **Force.com** platform to customize application according to the functional needs and strong understanding with Force.com MVC Structure.
* Expertise in Data Migration from Traditional Applications to Salesforce using Import Wizard and **Data Loader Utility.**
* Experience in using different tools like **GIT,** Bitbucket, **JIRA** and Remedy.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Experience in integrating **SFDC** with Legacy applications (SAP, ACT) using **Web Services API.**
* Extensive experience in customizing the User Interface of Salesforce CRM using **Apex Programming, Custom Controllers, Visual force, CSS and Omni script, JavaScript.**
* Experience in customizing Data model of Salesforce.com CRM using **Workflows, Triggers, Validation Rules, and Approval Processes.**
* Proficient in using tools like **Force.com IDE on Mac and PC environment.**
* Extensiveexperience in customization, configuration, Eclipse IDE, Apex, **Visualforce** pages.
* Experienced in defining custom formulas and creating validation rules to suit the needs of the **data model and ensure data quality.**
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer.
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Full SDLC designing and implementing Salesforce or other CRM platforms (Siebel, Oracle, Microsoft), and/or CPQ, Apttus, Steelbrick technologies
* Configured various channels such as Voice (IVR call flow setup), Chat, Email, SMS, Open CTI integration with CIC 4.0 and Salesforce CRM application

**TECHNICAL SKILLS:**

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| Salesforce Technologies | Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, AJAX, Dashboards, Lightning, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, Jitterbit, Workflow rule, Approvals, Case Management Automation. |
| Force.com Configuration | SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development, Salesforce.com Communities , Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation, Reports, Dashboards, Formula Fields and Cross Object Formula Fields, Configuration Skills, Overall User Management. |
| Programming Languages | Java, C#, Apex, SQL Server 2005. |
| Scripting Languages | HTML, XML, Java script, CSS, jQuery, Omni-script Shell, Ruby, Python,CPQ |
| Web Services | SOAP/REST API |
| Databases | MYSQL, Oracle9i, Oracle 10g, Microsoft Access, SQL Server 2005/2008 |
| Packages | MS Word, MS PowerPoint, Eclipse IDE |
| ETL/Integration Tools | Apex Data Loader, Jitterbit, MuleSoft, Jira,Cast Iron, Force.com workbench. |

**EDUCATION:**

* Bachelor of Technology in Computer Science and Engineering - 2013

**CERTIFICATIONS**:

* Certified Salesforce Platform Developer (PD1) - 21831712

**PROFESIONAL EXPERIENCE:**

**Client: Sigurawater care (HCL)**

**Location: Alpharetta, GA**

**Role: Sr. Salesforce developer/Admin Jan 2020 – Till date**

**Responsibilities:**

* Worked on **Designing** and **Developed Custom** functionalities.
* Using best Salesforce practices - Designed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Also embed Lightning Components in **Visual force page** by using new Lightning Out feature by event-driven programming.
* Created integration with Steel brick CPQ and CLM applications and automating processes on salesforce1 platform.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Responsible for setting **up web service integrations**.
* 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 Aura based Components, **Attributes**, **Controllers** which can be compatible to access through **Lightning App builder**.
* Implemented communities and built external pages.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in **lightning App builder**.
* Performed **Apex testing** using unit testing methods of **Apex code**.
* Generated Queries using **Apex Explorer** and WSDL application to connect with **different servers**.
* Prepared plans and wrote test Classes for successful rollout, migration to production environment and scheduled sandbox refreshes.
* Lay out communities for various types of customers, set up the **self-service** options to avoid the first level of support calls to call center.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume **customer portal**, **Partner portal**, **Visual force sites**) for business support and technical support for its channel customers.
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values **(CSV)** files.
* As a Salesforce Developer from Onsite, I used to write **Test Cases**, **Check the Code Coverage**, run the **Force.com** Security Scanner and direct the team to make necessary Changes.

**Environment:** Salesforce.com CRM Application Platform, Force.com, Apex Triggers, Apex Data loader, SOQL, Lightning Design system, Lightning components, Gitlab, SOSL, WSDL, Custom Objects, Tabs, Page Layouts, Workflows.

**Client: Core Logic**

**Location : Irvin, CA**

**Role: Sr. Salesforce/ Lightning Developer Nov 2018 – Dec 2019**

**Responsibilities:**

* Developed **Apex Classes**, Controller Classes and Apex **Triggers** on **Force.com** for various functional needs in the application and also experienced in creating lighting pages inside lighting Community builder
* Triggered interface events by user interactions, which includes **Lightning** Component framework and

also involved in building **Lightning Components** using the aura framework.

* Also embedded **Lightning Components** in Visual Force Page by using new Lightning out

feature by Event-Driven Programming.

* Worked on **Salesforce Platform** to build Mobile App by enabling **lightning components** for use in the Salesforce1 mobile platform to make Lightning application to mobile.
* Created **Lightning** page with some **customizations**based on the **components** used and created the **Lightning app.**
* Added **Lightning Componen**t to Lightning Pages and Record Pages. Have worked on **Apex classes**,   
  Visualforce Pages, Controller classes and **Apex Triggers** for various functional needs in the application.
* Worked on salesforce **Lightning components** for building customized components replacing the existing ones and also embed Lightning components in Visualforce page by using new lightning out feature by event-driven programming.
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on **reports** using custom and standard report types. Also created **Dashboards** using the existing reports.
* Used Tools like **JIRA, TFS,** Zuora to keep track of the time for development and maintain the tickets **and** billing report**.**
* Worked on Financial Service Cloud to develop the Application
* Implemented Quote-to-Cash solution using **APTTUS CPQ.** Good understanding of the **Apttus CPQ.**
* Performed **Steel brick CPQ** related configuration for product setup, approval matrices, approval **rules,** process builders and flows**.**
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and **Dashboards**.
* Created complex **workflow rules** criteria for field updates and **email alerts** and used field level Security along with the page layouts in **lightning** to manage access to certain fields
* Created **validation rules** for performing **data validations** depending on the user’s profile and their record type.
* Key player in configuration of Contract Lifecycle Management and Apttus products such as QTC and **CPQ**
* Developed Custom Objects, Custom Reports Tabs and Components and configured the Analytic **Snapshots** to dump the data on regular basis for the sales performance and lead generation statistics.
* Created custom **VF email** templates for enabling the localization using Translation Workbench.
* Created custom **VF** **pages** to leverage the functionality of displaying the information from different objects and also update them on the same page.
* Expertise as a team member of successful software project implementations related to Quote-to-Cash (Apttus)
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud.
* Created **REST API** using RAML and developed flows using **APIKIT Router.**
* Created **SOAP and REST** based service interfaces using Mule ESB Any Point Platform and delivered fast, reliable and scalable integration **API codes.**
* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed custom **Force.com** components on Opportunity object for creating Pipeline Reports and Trend Reports.
* Created wave mobile application which can be up and running in days.
* Built and integrated third-party **CTI** systems with Salesforce Call Center using a browser which is based on JavaScript API.
* Used **Salesforce Lightning** inspector to debug the **lightning components** during the development process
* Interacted with various business user groups for gathering the requirements for Salesforce.com **CRM** implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, **Cases** and Events
* During every new platform release from **Salesforce.com**, discussing the new release features with teammates and BA team to effectively improve the features on current environment.
* Used agile methodology of development for all the project requirements given by the BA Team. Also have regular scrum meeting between BA and **Developer** team to discuss issues and goals fulfilled.
* Developing and maintaining complex Extract-Transform-Load (**ETL**) processes from multiple systems.
* Worked on Conga Composer – a report building tool to generate customized and personalized reports according to the Company standards in MS Word, MS Excel, MS PPT and PDF formats.
* Worked on the **AppExchange application** “Process Composer” – to build and automate simple or complex repetitive process.
* Created historical opportunity reports using scheduled Analytic Snapshot between Opportunities and custom objects.
* Added geographical redundancy to the computing needs in order to track the customer location using **community cloud**
* Used **Community cloud** in order to perform computing types of application massive data simulations with data rich, real time visualization
* Deployed application from sandbox to production environments using changesets, Eclipse and Force.com Migration tool

**Environment:** Salesforce.com Platform, Apex Language, Financial Service Cloud, Jira, Lightning, Data Loader, Apttus CPQ, HTML, Omni script Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, CTI, Eclipse IDE Plug-in, Windows XP.

**Client: BCBS**

**Location: Boston, MA**

**Role: Salesforce developer/Admin Mar 2018- Oct 2018**

**Responsibilities:**

* Created different profiles and setup the permissions based on the roles in the organization.
* Gained basic Knowledge on lightning App builder to develop Apps visually, without code using Custom-build lightning **components**
* Created server-side controllers to meet the business requirement. Experienced in migrating the standard and custom objects in standard experience to lighting experience
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application with lightning.
* Responsible for deployments to Production environment using **ANT Tool, Change Sets** and **Force.com migration** tool.
* Expertise in working with Cisco CTIOS and **CTI Server platform.**
* Worked on Salesforce **Lightning components** for building customized components replacing the existing ones
* Wrote **SOQL and SOSL** statements within custom controllers, extensions and triggers.
* Used **GIT** for version controlling system and used source tree as an UI to perform the code push/push operations.
* Working on Confidential and B2C Portal using WebSphere Commerce.
* Used Sublime, **Mavens mate**, **GIT**, force.com migration tool and Jenkins combination along with Ant script to develop code, maintain the versioning, and moving code around the environments
* Enhanced in Communities by adding new fields, field sets by using **salesforce.com**
* Hands on experience on 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 application
* Working on Commerce Cloud solution to support Apple Pay for the web, which means our customers can offer secure, single-touch checkout.
* Implemented the requirements on Salesforce.com platform and Force.com **IDE Plug-in** using **Eclipse**.
* Used Community cloud to build deeper relationship with customers to provide better services through online
* Implemented **Salesforce for Outlook** functionality and installed outlook integration with different user systems
* Wave analytics also helped the sales manager to take immediate action by creating a campaign and dive in deep the data for quick decision making.
* Designed Workflow Rules Approval process and its associated actions like time triggered tasks, email alerts field updates to implement the business logic.
* Worked with **Validation Rules, Workflows, Approval Process and Reports & Dashboards**.
* Worked with **Data Loader** and **App Exchange Applications**.
* Integrated external systems like record settler data, Dodge MDS, People Soft into Salesforce.com primarily used the partner and enterprise WSDL’S with J2EE technology
* Worked on **REST/SOAP** Web service to integrate Salesforce with third party systems.
* Created **Web Services** for handling requests and API and **SaaS** based applications using **REST** or **SOAP**-based web services.
* Worked with different Deployment Plans for each release and **Sandbox** Refreshing.
* Performed Apex Callouts from salesforce to the same external system to get tracking information an order
* Utilized Salesforce1 mobile platform to allow uploading pictures relating to service requests and information about competitive products
* Experience configure price quote (**CPQ**) app such as **Zuora.**

**Environment:** Saleforce.com platform, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, Visual Force (Pages, Component & Controllers), SOAP/REST API, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Techsol**

**Location: Hyderabad, India**

**Role: Salesforce developer/Admin June 2015- Sep 2017**

**Responsibilities:**

* Involved in identifying, planning and implementing new **Salesforce.com** features and functions (new screens, workflow, **force.com** objects, reports, apex code) to meet business requirements.
* Used the force.com IDE (**Eclipse**) for development and code promotion.
* 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 various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and **Visual** **Force** Pages.
* 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**.
* Extracted the data from Salesforce.com application into the external **databases** (**Oracle** **10g**) for generating large data reports using the Informatics on demand.
* Created various RAML resources to implement **REST Based APIs** as a part of project implementation.
* Involved in the **Data** **Transformation** and Data Cleansing activities while transferring the data to the external system using Informatics on demand.
* Involved in establishing and maintaining the change control processes for **multiple sandbox environments.**
* Developed and performed training for the sales staff on the use of the **system**.

**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, Apttus CPQ and Web Service integration, Metadata API, SaaS/PaaS.

**Client: Intergraph**

**Location:** **Hyderabad-India**

**Role: Java Developer June 2013 - May 2015**

**Responsibilities:**

* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various **Salesforce**.com objects like **Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects** based on Business need.
* Developed various **Custom Objects, Tabs**, Components and Visualforce Pages and Controllers.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed and deployed **workflows and approval processes** for opportunities and products/ assets management.
* Developed Test cases for unit testing, and also was involved in the integration testing
* Coded **APEX triggers and s-controls**, created rule based automated workflows
* Provided administrative level support for users of the **Salesforce** application.
* Responsible for mass delete/transfer records using Data Management.
* Created **custom links, formulas, Layouts, workflow and approval processes**. Set both **object-level and record level security.**
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom **Profiles, Public Groups, and Sharing Rules.**
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with "Read-only" Permissions granting client-requested Create/Read/Update/Delete capabilities.
* Created and customized detailed reports with filters, conditional highlighting, custom subtotals and charts.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management, Triggers.**
* 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.
* Used the Sandbox for development, testing and migrated the code of the development instance after testing

**Environment:** Salesforce.com Enterprise Edition, Profiles, Role hierarchy, Workflow & Approval processes, Data Loader, Reports, Custom Objects, Custom Tabs, Data Management, Lead processes, Record types.

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