**RAGHAVENDER** ** **Email:** **raghavenderreddy91@gmail.com** **Phone: 720-220-5873**

**SUMMARY:**

* 8 years of experience in the IT industry and around 6+ years of experience as a Salesforce developer/administrator/Configuration and force.com platform.
* Having extensive knowledge in implementing, customizing, and maintaining Salesforce solutions.
* Worked with Sales Cloud, Service Cloud, and 3+ year experience working with Einstein Analytics (Wave Analytics).
* Experience in Administration, Configuration, Implementation, and Support of **Salesforce** CRM based on **Apex** Language and leveraging **Force.com** Platform.
* Experience developing solutions for the **Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ)** systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Experience in Apex classes, triggers, test classes, Visualforce pages, controllers’ components, SOQL/SOSL.
* Experience in configuring, managing, and customizing the Apttus CPQ (Configure Price Quote).
* Having good experience in Lighting components, lightning events, lighting applications and flexi pages
* Having experience in building LWC (Lightning Web components)
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Extensive Experience in Sales Cloud, Service Cloud, Community Cloud, and AppExchange/App cloud application integration.
* Experience in Apex development in creating Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Extensive experience in designing of custom objects, custom fields, custom page layouts, workflows, relationships, look - ups, dependent pick lists, and role-based page layouts, workflow alerts, validation rules, approval processes, custom reports, custom tabs, report folders, designing Visual Force pages, record types, formula fields and email generation according to application requirements.
* Good with integrating Salesforce with external systems using connectors REST API.
* Experience in configuring, managing, and customizing the Apttus CPQ (Configure Price Quote)
* Good understanding in APTTUS-CLM (Contract Lifecycle Management), Billing/Revenues, Invoicing and Taxes.
* Experience with Apttus Advanced Workflow Approvals, Apttus Wizard, and X-Author for Excel
* Experience with Apttus admin settings, Apttus custom settings and EchoSign settings and Conga Temples.
* Experience with Apttus Products and Pricing, Shopping Cart functionality, Quoting and Quote Templates
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL**
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language**.**
* Experience in SFDC Integration (Bi-Directional data transfer) using Web Service and Apex Programming **(SOAP and REST)**.
* Involved in data migration and integration using Apex Data Loader.
* Hands on experience in building processes using **Process Builder**in Salesforce.
* Proficiency in SFDC administrative tasks like creating Profiles, Roles, Users, Page Layouts, e-mail services, Workflows, Reports, Dashboards, Approvals and Tasks.
* Experienced in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.
* Worked in all stages of Software Development Life Cycle (SDLC).

**TECHNICAL SKILLS:**

**CRM Packages:** Salesforce Cloud Platform, Salesforce.com. Pivotal

**Salesforce Tools:** Eclipse, Eclipse IDE with Force.com plug-in, Developer Console, Apex Data Loader, Migration tool, Web services APIs, Connector and Force.com Platform (Sandbox and Production).Apex, Visual force, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Email Alerts, Formulae, Validation Rules, Static Resources, Components, Reports & Dashboards, Batch Apex, Governor Limits, Communities, AppExchange,Salesforce.com Chatter, Roles & Profiles, Lightning Components, Lightning Process Builder, User Management, Case Management, Data Management, Opportunity Management, Campaign Management, Change Set and Continuous Integration Deployment.

**Programming Languages:** Force.com, Visual force, Apex Classes/Controllers, Apex Triggers, Visual force Pages/Components SOQL, SOSL and SQL, Salesforce.com, Salesforce1, AJAX, Web Services, SOAP, REST, WSDL, Oracle Fusion Middleware (FMW) Integration, SaaS, PaaS, IaaS, Cloud Platform, C, C++, C#, SQL, .NET, JAVA.

**Web Technologies:** Web Services, Java, JavaScript, REST API, CSS, HTML, XML, SOAP API, AJAX

**Operating System:** Windows 7/ XP/ VISTA, Windows Server 2000/ 2003

**ETL Tools:** Cast Iron, Informatica Power Center.

**Lightning Development:** Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.

**PROFESSIONAL EXPERIENCE:**

**ARIZONA DEPARTMENT OF PUBLIC SAFETY, AZ** June 2018 – Till Date

**Salesforce Lightning Developer**

**Responsibilities:**

* Working on a Large-scale & complex Salesforce development projects along with integrating date from other systems/Repositories.
* Designed and developed Apex Classes, Controllers and Controller extensions for various functional needs in the application.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Involved in developing and updating the Visualforce pages as the per the changing business requirement.
* Build reusable components, and customized Salesforce1 mobile app using Lightning component framework.
* Working on Commerce Cloud and Demandware
* Worked on B2C Storefront using Demandware
* Created Omnichannel experience with Demandware
* Worked on Mobile First Site Genesis on Salesforce Commerce Cloud Integrated Commerce cloud with AZDPS using Security department Dynamic Ads feature on Salesforce Commerce Cloud
* Worked on Multilanguage features of Salesforce Commerce cloud
* Worked on Customer Service Center on Commerce Cloud
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Designed custom visual force pages for Customer Support, Sales, and Professional Services department.
* Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics (Wave Analytics).
* Experience developing Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Responsible for building the complex Data Model within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.
* Responsible for Salesforce.com System Integration with external applications and systems using Apex Web services and Apex Callouts with both REST API and SOAP API.
* Worked on analyzing the complete **Apex classes, Apex Triggers, Pages** in the Salesforce.com instance in the design phase of the **Salesforce Single View** project. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.
* Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the **design phase** of the **Salesforce Single View project**. This includes the documentation of use, Decisions of field migration and many other tasks.
* Working on in configuring, managing, and customizing the Apttus CPQ (Configure Price Quote) and CLM (Contract Lifecycle Management)
* Working on playing a Business & Solution Architect role on at least 1 end-to-end project
* Working on migration of CPQ across environments including experience with the Apttus migration tool
* Working on the complex capabilities of Apttus CPQ including: Products and Pricing, Shopping Cart functionality, Quote Templates and Approvals.
* Built Application Pages with Controllers and Utility classes to publish them to web to import student data to a custom Object in Salesforce.
* Designed complex Visual force pages & web forms using JavaScript, CSS3, Bootstrap, HTML5, JQuery, Angular JS and Controllers.
* Community/Portal functionality in support of Cloud Craze
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.

**Environment:** Eclipse Force.com IDE, Force.com migration Tool (ANT), Apex Data Loader, CPQ, Developer Console, Workbench, Informatica Cloud, and Force.com Sandboxes, Web Services, Agile methodologies, and AppExchange.

 **VIVIFY HEALTH, Plano, TX** July 2016 – May 2018

 **Role: Salesforce Developer**

 **Responsibilities:**

* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
* Worked on APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce Sales Analytics and Service Analytics standard applications in Einstein Analytics.
* Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in using Eclipse.**
* Deployed the code developed in the Dev **Sandbox to the** **Test Sandbox and the Production sandbox**.
* Responsible for providing solution and **Implementation of Apttus CLM & CPQ** for different business internally.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created and used Email templates in HTML and Visual Force.
* Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in Case Management.
* Scheduling Apex jobs for processing large records.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security, and configured their sharing settings.
* Created various custom Reports and Dashboards as per the customer requirements.
* Experience with Managing the complex data Experience in Integrating App Exchange Applications with   Salesforce, Informatica On Demand, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, WSDL, SOAP, REST) & web integration with SDFC.
* Provided support for Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, workflows, and approvals.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Extensive experience in lead case management (Web-to-Lead, Email-to-Case).
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved with   Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Designed System Configuration Enhancements (Dashboards, Reporting, Sharing Rules, Role Hierarchy, etc.).

**Environment:**Agile, Salesforce Unlimited Edition, Service Cloud, Sales Cloud, Apex, Visual Force (Pages, Component & Controllers), J Query, JSON, XML, HTML5, CSS3, JS, Bootstrap, Angular JS, Work flow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, Sql Server.

**FORTUNE DATA PRODUCT, HYD, INDIA** Dec 2013 –Nov 2014

**Salesforce Admin/Developer**

**Responsibilities:**

* Develop Visual Force pages, Visual Force Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
* Written numerous SOQL and SOSL queries using with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Experience with working on AppExchange platform.
* Developed Apex Triggers, Apex Classes and Test Methods using Sync/Async methods.
* Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Written numerous SOQL and SOSL queries using Force.com explorer.
* Involved in the entire SDLC using agile methodologies.
* High End Process and Application Customization using Apex & Visualforce.
* Involved in authorizing Test strategy and Test plan.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation, and formula fields.
* Migrated data from Legacy Systems to   Salesforce CRM using data loader.
* Designed solution and configured   Salesforce.com Case, Solution, PRM & Customer portal Modules.
* Mainly worked with CASE Management in SFDC.
* Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into   Salesforce.
* Developed Visualforce page using the extension controller according to the clients’ requirement.
* Developed the web front end layer using JSP, JavaScript for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.

**Environment:**Salesforce.com platform, Apex Language, REST API, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, JavaScript, Dojo, JSP, Ajax, Sandbox data loading, Eclipse IDE Plug-in.

**QUADONE TECHNOLOGIES, HYD, INDIA** Jan 2013 – Nov 2013

**Salesforce Admin**

**Responsibilities:**

* Created a complete Case Management System using Lightning Components, Controllers, Helper Methods, CSS, Bootstrap and JavaScript.
* Create a user interface in Lightning using Aura components, AngularJS, CSS, Bootstrap for a user to enter case details and submit into Salesforce.
* Created a complete file upload utility in Lightning, Apex classes and SOQL so that users can attach files in the form and upload them to Salesforce case record.
* Create a lookup utility using Lightning, Apex classes and SOSL to lookup Users and add them as a Case Team to the case record.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Created Test methods to make sure the code coverage of apex class and triggers is above 90%.
* Created various email templates based on various stages of case progression.
* Created triggers to send out emails to the case owner and case team along with the attachments after the case record is created.
* Created workflow rules to send out email alerts and assign the cases to queues.
* Used Informatica to perform certain ETL operations before loading to Salesforce.

**Environment**: Lightning, Apex, Visualforce, Triggers, Workflows, SOQL, SOSL, Data Loader, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Informatica, Java Script, AngularJS, HTML, CSS

**EDUCATION:**

* **Bachelor’s in Technology at JNTU, HYD, INDIA 2014**
* **Master’s in Information Technology at Colorado Technical University, AURORA, COLORADO 2016**