## Nikhil Pulimamidi

## Certified Salesforce Developer

**Phone: +15103040646**

**Email: nikhilsfdc2@gmail.com**

**Overview**

Nikhil Pulimamidi has around 8+ years of information technology industry experience that includes over six years of experience with the Salesforce.com CRM Platform and over three years of experience with Java technologies. Mr. Pulimamidi has experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirements gathering, application development, deployment and maintenance of web-based and portal-based object-oriented enterprise applications.

Mr. Pulimamidi is a certified Salesforce Administrator. He has significant experience in developing client-specific solutions on the force.com platform using Apex classes and triggers, Visual force, Force.com IDE, SOQL, and SOSL. This experience also includes designing custom objects, custom fields, role-based page layouts, custom tabs, custom reports, report folders, report extractions to various formats, design of Visual force Pages, Snapshots, Dashboards. Other highlighted experience and attributes include:

* Integration of Salesforce.com applications with other applications using Web Services/XML.
* Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visualforce (Page, Component & Controllers) and S-Control.
* Sales force Customization, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Designing and implementing new Salesforce objects, workflow rules, custom layouts, and other standard Salesforce customizations.
* Developing SFDC customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Application development using Java, J2EE, EJB, Hibernate, JDBC, Struts, spring, JSP, Servlets, XML, RMI, SOAP, Web Logic, and Web Sphere.
* Experienced in web technologies, including HTML, XML, CSS, JSP, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK and METADATA API.
* Experienced in using Oracle, SQL Server and SQL databases and familiar with stored procedures, triggers and functions using PL/SQL and AJAX.
* Ability to work under pressure and on aggressive timelines with good time management, analytical and problem solving skills.
* Ability to quickly adjust priorities, apply extensive creativity, and take on projects with limited specification.

**Technical Summary**

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| --- | --- |
| **Programming Languages:** | APEX, Visual Force, ASP, VB, ASP.NET with C#.NET, SharePoint 2007, PHP, JavaScript, HTML, DHTML & CSS |
| **Application Servers/ Webservers:** | Salesforce, IIS, Web Logic, Tomcat |
| **Databases:** | SOQL, SOSL, SQL Server 2008 |
| **Architectures/ Frameworks:** | Client/Server n-tier architecture, DOTNET Framework 2.0, 3.5. & 4.0 |
| **Development Tools/ Environment:** | Visual Studio 2013 IDE |
| **Web Technologies/ Tools:** | Photoshop, Flash & Dreamweaver |
| **Salesforce Technologies:** | Apex Language, SOQL, SOSL, Apex (Trigger, Classes), Visual Force (Pages, Components & Controllers), S-Controls, Force.com Apex Explorer, Workflow & Approvals, Data Loader |

**Education and Certifications**

*Degrees:*

* Bachelor of Engineering, JNTUH, India

*Certifications:*

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform App Builder’
* Salesforce Community Cloud Consultant

**Qualifications Mapped to LoE Qualifications**

| **Qualification** | **Met?** | **Description** |
| --- | --- | --- |
| Minimum 6 years of Salesforce platform experience with one Sales and/or Service cloud implementation | * Yes | Seven years of total Salesforce diverse experience as a developer and site administrator within Sales Cloud, Service Cloud, and Platform. Experience gained in four positions with CalPERS, Acelity, Providence and Huntington Banchsares further described in resume details below this table.  Notable areas of focus include:   * Custom objects/classes * Relational data * Apex code * Batch jobs * Application development and support * Business requirements and technical specifications * User interface design * Custom business logic * Data migration/integration * Creating/updating code * Workflows * Site management |
| Minimum 6 years of experience with developing thorough technical documentation and design of software applications developed and deployed according to an established agile or hybrid software development life cycle (SDLC) process | * Yes | Developed and/or contributed to various technical documentation and design artifacts throughout the past seven years of Salesforce experience.  Over 5 years experience applying agile and hybrid methods, most recently during various projects at CalPERS and as part of the Cross-sell Analytics project at Acelity. |
| Minimum 6 years of experience in Salesforce application development, developing custom user interfaces, developing data-driven websites, developing custom business logic, and completing complex integration or data migration tasks | * Yes | Seven years of diverse Salesforce experience as a developer and site administrator in the areas required by this qualification. Experience includes both Lightning and Classic custom applications and websites, plus various data sourcing and integration. |
| Minimum 2 years designing, configuring, and developing using the Lightning platform and Aura framework | * Yes | 2 years of experience working with Salesforce Lightning at CalPERS, including development of the Global Equity Brokerage Questionnaire, Files Component for EMME-IT project, Close-Case Info Lightning button as part of Ops Console Project. |
| Minimum 1 year of experience building or utilizing a CI/CD pipeline for Salesforce specific implementations with tooling such as Jira, Confluence, Bitbucket, Bitbucket Pipelines, Ant, SFDX, Docker, Jenkins, CircleCI, Travis CI, scripts, and have knowledge of Salesforce testing automation tools | * Yes | Over 1 year experience utilizing Jira, Confluence, Bitbucket pipelines, and SFDX as part of various enhancements for CalPERS applications including but not limited to Employee Action Request, Brokerage Questionnaire Enhancements, and EMME-IT enhancements. |
| Minimum of one demonstrated work example or completed training class Selenium based tools (or equivalent) for test automation and integration with a CI/CD pipeline | * Yes | Experience with Katalon Studio to automate testing process for a home-equity application at Acelity to validate complex data field submissions, multiple file formats testing through the UI on platforms including Windows, Android and OS X |
| Minimum of one demonstrated work example or completed training class using SFDX on the Salesforce platform | * Yes | Familiar with SFDX on the Salesforce platform as part of the EMMEIT project development, Ops Console, EMME-IT application at CalPERS. |
| Minimum of one demonstrated work example or completed training class using Salesforce integration patterns for API, UI mashup, reactive components, and data | * Yes | Experience on multiple Lightning reactive components including as Close-Case Info Lightning button and Brokerage Summary component during work at CalPERS. |
| Previous work experience in the Investment Industry | * Yes | Four years of experience working in the Investment Industry at CalPERS. |
| Previous experience working for a State of California government agency as an employee or contractor | * Yes | Four years of experience working with State of California government at CalPERS. |
| Desired Qualifications: Admin or Advanced Admin, Developer I, Sales, Service, and Community cloud certified | * Yes | Active certifications include:   * Salesforce Certified Administrator * Salesforce Certified Platform Developer I * Salesforce Certified Service Cloud Consultant * Salesforce Certified Community Cloud Consultant * Salesforce Certified Platform App Builder |
| Minimum 1.5 years designing, configuring, and developing using the Lightning Web Components(LWC) |  | 2 years of experience working with Salesforce Lightning at CalPERS, including development of the Global Equity Brokerage Questionnaire, Files Component, Flex Page Lightning components for Operations Console. |

**Professional Experience**

**California Public Employees Retirement System** *(***CalPERS)**

**Project: Various Salesforce Application Development Projects**

Role: Sr. SFDC Developer (Lead Developer)

Dates: May 2016 – Till Date

CalPERS is the largest public employee pension in the US and has over $300B invested in a diversified portfolio for the benefit of its members. Engaged as a member of a small team to develop and maintain applications for the CalPERS Investment Office, in partnership with their Technology Management Unit (TMU).

**Project Focus**: Assigned to work on multiple projects for various CalPERS Investments business needs.

**Primary Salesforce Objects Used**: Accounts, contacts, cases, opportunities, campaigns

**Role**:

* Lead developer for a portion of a CRM EMMEIT Salesforce application.  This application processes and tracks various internal departmental actions, such as creation/tracking /approval of accounts (External managers), Funds, Fund Structures and Events.  Assisted with various Salesforce configurations and changes, as well as coordinating with TMU staff to test and deploy as needed.
* Primary developer in an effort to expand a Service Level Agreement (SLA) tracking Salesforce application to help manage the vendor relationships associated with a large system implementation project. The application tracks vendor performance metrics and related incidents, in order to hold the vendor accountable to its contractual obligations. Worked with TMU personnel to design and develop the application with multiple customizations using lightning web components(LWC).
* Lead developer for a portion of an Employee Action Request (EAR) Salesforce application. This application processes requests for various internal actions, such as user/workstation setups, system permission add/change, and the like. Assisted with various Salesforce configurations and changes, as well as coordinating with TMU staff to test and deploy as needed.

**Acelity**

**Project:** An Acelity sales application which centralized the maintenance of products, their pricing and availability, and included a means to capture competitive analysis of partner communities.

Role: SFDC Developer

Dates: July 2015 – April 2016

**Cloud Type:** Sales Cloud, Service Cloud

**Primary Salesforce Objects Used:** Accounts, Contacts, Cases, Price Books, Price Quotes, and Invoices

**Number of custom objects:** 10-15

**Role:**

* Involved in identifying, planning and implementing new Salesforce.com features and functions to meet business requirements.
* Developed batch interfaces and processes to integrate Salesforce.com with external systems.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* 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  Worked on apptus cpq to automate sales across different locations
* Managed different products pricing and proposal through partner channels(CPQ) Initiated Apptus approval cycles when required and submitted for approval
* 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.
* Involved in developing test cases for custom apex code.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force, Force.com IDE.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upset, export operations on millions of records.
* Developed Visual force Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Involved in Data load operations using Force.com Apex Data Loader.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Performed customizations by creating the Custom profiles, Fields, Dependent pick-lists, Page Layouts, Record Types, Objects, Tabs, and custom Apps. Customized Tabs for different business user groups and business centers.
* Created Workflow Rules, Approval Process, Validation Rules, Tasks, Email Alerts, Field updates and Outbound messages to manage the Workflow and Approvals.
* Implemented Profiles, Roles, Users, Page Layouts, Email Services, Reports, Dashboards, Tasks, Events and Audit Trials and implemented Field Level Security for sensitive data holder fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Used SOQL and SOSL statements within the custom controllers, extensions and triggers properly to avoid Governor Limits.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Integrated Salesforce.com with an external application using SOAP/REST based web services.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Customized company profile and communication Templates of the organization as per the organization requirements.

**Technologies Used:**

Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script & J-query, Eclipse IDE Plug-in, Windows.

**Providence**

**Project: CRM Application**

Role: Salesforce Consultant

Dates: February 2013 – November 2014

Providence is the third largest not-for-profit health system in the United States, committed to providing for the needs of their communities – especially for those who are poor and vulnerable – across Alaska, California, Montana, Oregon and Washington. Providence serves in a diverse range of ministries from birth to end of life, including acute care, physician clinics, long-term and assisted living, palliative and hospice care, home health, supportive housing and education.

**Project Focus:** The creation of the primary customer relationship management application to facilitate in the maintenance of all of Providence’s insurance plans, vendors and customer information.

**Cloud Type:** Sales cloud, Service cloud

**Primary Salesforce Objects Used:** Accounts, Contacts, Opportunities, Leads, Products, Plans, and Reports

**Number of custom objects**: 12-15

**Role:**

* Met with Product Owners to gather requirements and implement using agile methodology.
* Mapped functional requirements to Salesforce.com features and functionality.
* Performed scope and feasibility analysis of all areas considered for Salesforce implementation.
* Performed SFDC administration and development activities which include managing roles, profiles, queues, assignment rules, validation rules, workflows, triggers, classes etc.,
* Worked on defects and enhancements through analysis, design and development using Force.com IDE.
* Led architectural and design discussions with customers to ensure technical success throughout the engagement.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma-separated values (CSV) files.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented web based case management automation – Web to Case (on Case Object) to track and solve customer’s issues.
* Architected complex technical Cloud CRM solutions and integrate multiple technologies with Salesforce.com/Force.com.
* Served as Technical Lead to project teams and Trusted Technical Advisor to clients.
* Managed and mentored technical project team members.
* Provided technical specs to developers and manage off-shore resources.
* Disseminated best practices on solution positioning and delivery.
* Mentored junior team members in Salesforce.com technology, Force.com, Integration Technologies, and Salesforce.com best practices.
* Fixed bugs in Web Applications, Implementing requested enhancement and supporting in all development release for the project from offshore.
* Developed eCasting (online webcasting) application.

**Technologies Used:**

Saleforce.com platform, Force.com, Service cloud, Apex Class, Apex Triggers, Visual force, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, CSS, Email Services, HTML, Java Script, Java, Web Services, WSDL, Eclipse IDE Plug-in, Windows

**Huntington Bancshares**

**Project: Salesforce Application**

Role: Salesforce Developer

Dates: May 2011 – December 2012

**Project Focus:** The Salesforce application was created to manage Huntington’s customer base and the various loan vehicles they managed.

**Cloud Type:** Salescloud

**Primary SalesForce Objects Used:**  Accounts, Contacts, Reports, and Home Equity

**Number of custom objects:** 6-8

Huntington Bancshares Incorporated is a $56 billion regional bank holding company headquartered in Columbus, Ohio. The Huntington National Bank, founded in 1866, provides full-service commercial, small business, and consumer banking services; mortgage banking services; treasury management and foreign exchange services; equipment leasing; wealth and investment management services; trust services; brokerage services; customized insurance brokerage and service programs; and other financial products and services. The principal markets for these services are Huntington’s six-state banking franchise: Ohio, Michigan, Pennsylvania, Indiana, West Virginia, and Kentucky.

**Role:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Wrote Custom Formula fields and Validation rules.
* Developed custom wizards for case management and opportunity management using Visualforce pages and Custom controllers.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed time dependent workflows as per the requirement.
* Evaluated Data entry, import processes and ensure proper Data quality standards exist for the Salesforce.com application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Created VF pages using custom Controller to develop the functionality of updating multiple records on SFDC Designed various HTML Email templates for Auto-Response to customers.
* Used Translation Workbench on SFDC in-order to translate the custom labels, validation rules and email templates in different languages.
* Implemented escalation rules, automatic case generation and their escalation to call center representatives, and generated email alerts for quick issue resolution.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com using Data Loader.
* Document the configuration and development changes and follow the plan during the release process.

**Technologies Used:**

Saleforce.com platform, Force.com Sites, Apex(Classes, Triggers), Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java, Java Script, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Components and controller, Data Loader, SF Explorer and Eclipse IDE Plug-in.

**HSBC, India**

**Project: Banking Application**

Role: Java Developer

Dates: November 2009 – January 2010

The Application enables the Project Managers to create and configure the projects, activities, resources and then track the project execution against the milestones/ deadlines. Customer/ Client users can also login to see the actual on their projects, raise or approve the change requests, report bugs on the delivered modules.

**Role:**

* Developed Flow Charts, High and Low level design documents.
* Developed various Unified Modeling Language (UML) diagrams as a part of the system design.
* Worked with the team to design the system’s User Interface (GUI), Database and other structures.
* Coded the system’s User Interface using the Java, Servlets, JSP, HTML, and Java Script.
* Coded the request processing layer (controllers) using the Java and Servlets.
* Developed stored procedures using PL/SQL and tested them using the java test programs before integrating them with the actual code.
* Developed images required for the application using the macromedia fireworks tool.
* Developed the database ER diagrams using the ER-Win tool.
* Involved in developing the unit and integration test cases.
* Participated in Unit Testing and System Testing.

**Technologies Used:**

ASP, Java, Servlets, Java Server Pages (JSP), JSTL, XML, XSL, JavaScript, HTML, DHTML, CSS, Oracle, Toad, Apache Tomcat, Eclipse, Windows, Linux