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| **iragareddy****Salesforce /Lightning developer**Email- **iragareddysfdcdev@gmail.com****Mobile:** **8523015645** |  |

Professional Summary:

* Having 4.2 years of experience in the Salesforce.com CRM and **Salesforce Lightning, Lwc** Platform both as **Administrator** and **Developer.**
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks** and actions.
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL, SOAP and REST Web services**.
* Hands-on experience with development tools like **Force.com IDE, Force.com** Explorer and Data Loader.
* Experience in SFDC **configuration, customization, programming** with **APEX Class ,Triggers, APIs, Visual Force, SOQL, SOSL** and implementing new instances of Salesforce.com application from scratch.
* Hands on experience in migrations and deployment of code from one environment to other using **Force.com IDE deployment wizard**.
* Experience in designing **validation rules,** custom objects, custom fields, role based page layouts, workflow alerts & actions, pick lists, approval processes, **record types, custom tab**s, report extractions to various formats, and email generation according to application requirements.
* Developed and configured various **Dashboards, Custom Reports** and Report Folders for different user profiles based on the need in the organization.
* Worked on different salesforce environments such as **sandbox and production** environments for deploying between production and sandboxes.
* Experience with Web Services **API Implemented SOAP based Web Services**.
* Strong knowledge & experience working in teams implementing **Agile Methodologies.**
* Worked On **Filed Service Lightning (FSL).**
* Proficient in implementing business flows using the Declarative framework via **Workflow Rules and Approval Processes.**
* Experience in SFDC Integration using **Web Service** and Apex Programming, **App-Exchange Packages**& Custom Applications, Salesforce.com Service Cloud expertise.
* Experience working with **Sales cloud** and **Service cloud**,**Community Cloud**.
* Experience on **building Lightning Components** and efficiently used in the **lightning application.**
* Experience in creating **Quick Action Lightning component** which intern used for drag and drop functionality.
* Created Server APEX Controller for Salesforce Lightning Experience and Added Lightning Component to **Lighting Pages and Record Pages**.
* Knowledge on **Lightning Web Components (LWC).**

**Certifications:**

* **PD1 Certification**

**Educational Qualification:**

* **BSC Computers** from **YOGI VEMANA UNIVERSITY** -**2016**

**Work Experience:**

* Working With **Bydint IT Solutions** **(Permenent)**from **APRIL 2018-16 June 2022**

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**Technical Skills:**

**Salesforce Technologies**

Salesforce CRM, Apex Classes, Apex Triggers, SOQL, SOSL, DML, web services, Sandbox, WSDL, Fields, Relationships, Formulas, Record Types, Validation Rules, Page Layouts, Workflows, Approval Process, Profiles and Permission Sets, Email Templates, Reports and Dashboards, Data Loader, Data Import Wizard

**Salesforce Tools**

Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Connector, Force.com Platform,Lightning,LWC,Sales Cloud, Service Cloud,Community Cloud.

**Other Programming Languages**

 Apex, SQL, SOQL, SOSL, Soap, Java, C++, C ,Web Technologies, VisualForce Pages, HTML, XML, CSS, Java script JSP, WSDL. IDE Eclipse, Visual Studio. , SQL Database.

**Project 1**

* Project Name : Ameriprise Financial
* Role : Salesforce/Lightning Developer

**Description:**

Ameriprise Financial, Inc. is an American diversified financial services company to help people feel confident about their financial future. It provides financial planning, products and services, including wealth management, asset management, insurance, annuities and estate planning.

**Roles and Responsibilities:**

* Implemented and customized Salesforce customer relationship management (CRM) for Marketing, Sales and Case Management.
* Design conversion including data mapping from CRM On Demand and Siebel to Salesforce.
* Created Visual force pages to provide customer status to sales team and executive team based on different geographical location filters.
* Authored 20 Apex classes, 12 triggers, and 15 Visual force pages
* Develop triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Expanded deployment for customer service reps, partner portal users, and customer portal users.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Data integration and migration from legacy SAP and excel sheets, using Pervasive for Data Integration, and data loader.
* Helped add Lightning page to SalesForce1/Sales Force One navigation menu
* Built custom License management app for the services team that tracks software license purchases and makes it easy for customers to log in to the portal and download new licenses.
* Resolved issues connected to Call Centers, usage of CTI adapters and Mobile applications
* Implemented Chatter, and developed Visual force page for the mobile application.
* Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them and to share insight across the company.
* Created user groups and configured workflows and assignment rules to enable proper routing of leads to the marketing members.

**Project 2**

Project Name : Health care data collection

**Role :** Salesforce Developer

**Description:**

It is a Salesforce.com and Health care to maintain their doctors prescription records of sales representative, invoice details, maintenance expenses of apartment etc. and integrated with different systems to load information into this application.

**Roles and Responsibilities:**

* Involved in requirements discussions with the client.
* Case management Process.
* Email to Case, Email Services for Case management process.
* Classic to Lightning Experience migration.
* Reports and Dashboards creation.
* Creating Lightning components based on requirements.
* Implemented various Business logics with the use of Process Builder, Workflow rules, Visual Flows and perform relevant operations with the use of it.
* Created various auto-response rules, assignment rules, Duplicate rules, Approval Process.
* Worked on creating custom E-Mail templates like Inbound Email, Outbound Email, Email Templates and Communication Templates to be sent out to customers.**:**
* Experience in creation and maintenance of knowledge into the problem-solving process to support customers and agents with the knowledge they need to succeed, solve complex cases faster.

**Project 3**

* Project Name : Tunstall
* Role : Salesforce Developer.

**Description:**

The purpose of this project is to develop an application to manage and track the appointments schedule with the doctors of multiple departments within a AMAC group of hospitals. Based up on the appointments made, the application needs to schedule an email, fax, SMS to remind the appointmentdetails to the doctors.

**Roles and Responsibilities:**

* Developed various Custom Objects, Tabs, validation rules on the Fields, and established the relationship between the objects.
* Created page layouts, search layouts to organize fields, custom links, and other components on a record detail and edit pages.
* Created the workflow and approvals in order the manage the activity of the days
* Created the custom visual force pages for the each and every department in the hospital using the apex tags.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute governors and limits.
* Data Integration using data loader and import wizard.

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