**VOLETI**

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**PROFESSIONAL EXPERIENCE**

* 7+ years of experience in IT in analysis, design, development, administration, testing, and support of salesforce.com application using Force.com, Visual Force, APEX and Java Technologies. Have extensive knowledge in implementing, customizing, integrating, and maintaining Sales Force solutions.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience with SDLC process in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Extensive administrative experience in designing custom and junction objects, look-up, and master-detail relationships, pick lists, custom fields, page layouts and custom tabs.
* Experience in creating, maintaining, and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, and field updates according to application requirements.
* Knowledge of configuration and maintenance of security settings such as implementing organization wide defaults, role hierarchies, criteria/ owner-based sharing rules, profiles, and permissions, setting login hour, and IP ranges in compliance with organizational needs.
* Worked on building Salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Performed data analysis for data migration, integration to Salesforce from other data bases and performed Data migration using Data Loader, Import/ Export Wizard.
* Experienced using Salesforce Lightning UI, created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Developed Lightning Web Component Framework and built Lightning component using Aura Framework.
* Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visualforce pages, workflows. Possess designing experience in Mobile platform and Vlocity Development.
* Experience in working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ, CLM.
* Experience with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experience on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created public websites and applications that are directly integrated with Salesforce organization using Salesforce Sites.
* Worked on developing rich user interfaces using Visual force pages with standard components, CSS, JavaScript, and JQuery and developed Custom Visual Force Components.
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked with large data volume manipulations.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets, Force.com Migration tool and Eclipse.
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Worked in various version control systems - SVN, GIT & TFS.
* Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
* Strong organizational and project management skills, able to plan, prioritize and meet deadlines.

**Education:**

Bachelor of Technology in Computer Science and Engineering, JNTUH.

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| **Salesforce.com** | Apex, Visual Force, SOQL, SOSL, Apex Triggers, Apex Web Services, Workflows, Approvals, Email Templates, Web Services, Formulas, Validation Rules, Reports and Dashboards App Exchange, Eclipse, Salesforce.com, Force.com IDE, Apex Data Loader, SLDS. |
| **Web Technologies** | JavaScript, HTML, CSS, Bootstrap, JSON, AJAX, jQuery. |
| **Databases** | Oracle, Microsoft SQL Server, SQL Server, MySQL. |
| **Programming Languages** | C, C++, Apex, Java, JSP, Servlets, JDBC, PL/SQL. |
| **Operating Systems** | Windows, Linux |

**State of Texas: CSEC, Austin, TX July 2019 – Present**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Designed and developed a custom application for Help Desk which exactly fits organization’s Requirements.
* Developed Lightning components for the communities page using custom Error Validation methods.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Added Lightning Component to Lightning Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Used Lightning process builder for visualizing and creating automated business processes.
* Worked with Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Designed, developed, and deployed Visualforce Pages, Apex Classes, Controller Classes, Extensions, Components, Test classes for various functional needs in the application using changesets and Developer Console.
* Enabled Field Service Lightning (FSL) setting up field service features in Salesforce and installing the FSL Lightning package.
* Implemented mobile-friendly Field Service Lightning Application for Service users for mobile with a highly customized UI.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work.
* Experience with setting up FSL data model (Work Orders, Service Appointments, Service Resources, Territories, etc).
* Experience with (FSL) API users with Field Service Lightning mobile app user permissions and the Run Flows user permission.
* Established requirements through coordination and working closely with internal stakeholders, developing user stories, epics, and themes, and storing in Atlassian JIRA to manage sprints.
* Expertise in Salesforce-MuleSoft Integration to migrate data from legacy databases to Salesforce.
* Hands on experience in integrating legacy data to Salesforce using AnyPoint Data Gateway & Salesforce lightning connect.
* Created New External Data Source to enable OData Adapter using Salesforce connect to integrate data from another Salesforce Org.
* Created a Community called “Public information Request Forum and Complaints” using Salesforce Sites to provide services to public On CSEC website.
* Stated current with all Salesforce releases, corresponding documentation and provide new functionality recommendations.
* Made recommendations for enhancements and modifications to improve system usability, performance, efficiency, internal business process and reporting.
* Configured Creating Roles, Security Access, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes.
* Creating email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Followed agile/scrum methodologies in the development and deployment of new applications and enhancements to existing applications.
* Performed End to End testing on the application.
* Mentored client’s staff on best development Salesforce best practices.

**Environment:** Lightning experience, Lightning Components, Apex classes and Controllers, Salesforce.com platform, Force.com, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields.

**CVS Health, Irving, TX May 2017 – July 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Added Lightning Component to Lightning Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Used Lightning process builder for visualizing and creating automated business processes.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events/Logic & Interactions.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Web Components using the Aura framework.
* Expertise in aura framework, Lightning Web Components and Salesforce Lightning Design System (SLDS).
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Experience in Vlocity’s CPQ to quickly define and launch services and offers.
* Configured and Integrated Salesforce/Vlocity with other backend applications using REST, SOAP API’s , Vlocity integration procedures.
* Good with Configure Price Quote (APTTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Performed APP Exchange Integration of CPQ to configure and ensure the pricing & quoting accuracy.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, and VisualForce Sites) for business support and technical support for its channel customers.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed the User Interface using HTML 5, CSS, JavaScript, jQuery, and AJAX.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Public Groups, Queues, Permission Sets, Profiles, Users & Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Lightning experience, Lightning Components, Apex classes and Controllers, Salesforce.com platform, Force.com, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.

**Johnson and Johnson, New Jersey June 2015 – April 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Closely worked with Business Team and Salesforce.com consultants while implementing the solutions for the needs of organization.
* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Developed APEX Classes, Visual force pages and APEX Triggers to develop the custom functionality as per the requirements.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Implemented Service Cloud for customer service, including configuration of email to case, case assignment rules.
* Managed migration and release of Service Cloud.
* Used field level security along with page layouts to manage access to certain fields.
* Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer's cases in Cases Tab.
* Having knowledge on Salesforce 1 Mobile Application, Apptus CPQ, Data Extraction tools, and Data migration tools.
* Knowledge on the Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented user interface guidelines and standards throughout the development and maintenance of the website using JavaScript, jQuery, CSS, and HTML.
* Developed screen functionality using HTML, CSS, JavaScript and jQuery.
* Used Data loader for all data adding, updating, and deleting, exporting data.
* Involved in resolving issues found during Unit Testing & User Acceptance Testing (UAT).
* Involved in deploying applications from Sandbox to Production.

**Environment:**Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Workflow & Approvals, SOQL, SOSL, Custom Reports, Dashboards, Oracle, Windows.

**Time Warner Cable (Herndon, VA)/L&T Info Tech (Hyderabad, India) May 2013 – May 2015**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Developed and deployed workflows and approval processes for opportunities and products / assets management.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Created Formula Fields, Validation Rules for the flexibility and functionality of force platform application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked in agile environment, as of solving the issues within deadlines.
* Integrated Salesforce CRM and the legacy system using Cast Iron Integration Systems.
* Created and used Email templates in HTML and Visual force.
* Involved in developing front end (UI) of the application using Angular JS 1.4.5, JavaScript, jQuery, HTML5, and CSS3.
* Created and optimized graphic prototype websites and applications interfaces using HTML5 and CSS3.
* Worked with Apex Data loader for loading the Leads, Opportunities, and their related activities into Salesforce.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

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

**EDUCATION**

**JNTUH,** B.S., Computer Science Engineering **April 2013**