  

KIRAN VOORUKONDA

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PROFESIONAL SUMMARY

* **Salesforce Certified Professional** with **9+ years of IT** experience including **5+ years of experience** in **Salesforce.com** and **Force.com** working extensively on configuration, customization, integration, communities, and **lightning migration** from classic, **lightning component** development **using lightning design system**. **4 Years of experience in Java/J2EE Technologies.**
* Extensive Knowledge in building Custom Applications that includes **Administration**, **Configuration** and Implementation and Support experience with Salesforce.com platform.
* Worked Salesforce.com Customization, Creation and maintenance of **Record types, Page Layouts, Objects, Tabs and Fields.**
* Customized existing Visualforce to align with Salesforce new **Lightning UI** experience.
* Created **multiple Lightning Components, added CSS and Design Parameters** that makes the Lightning component look and feel better.
* Used Salesforce **Lightning Design System (SLDS)** for developing **Lightning Components, Actions, Event and Server-Side Controller**.
* Creating **Lightning Components** and used Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Expert level skills in writing Apex Classes, Apex Triggers, **Batch Process Wrapper Classes** and VisualForce pages**.**
* Knowledge in working with various deployment tools like **Change sets, ANT**, Jenkins, Tortoise Git, **Tortoise SVN**, **Eclipse IDE** and managing repositories efficiently.
* Experience in working with **Service Now** and handled help **desk tickets** without reaching service level agreements.
* Involved in creating the **Tabs, Links and Visual Force** pages to configure the application in Salesforce, Managing and Executing queries in **SOSL/SOQL.**
* Worked on designing **SOAP/REST APIs** integration architecture to provide the programming interface to interact withForce.com and External systems**.**
* Worked with **Apex Data Loader** tool to migrate and update the data from External data base.
* Worked with **APTTUS CPQ** onProduct Configuration**,** Pricing Configurationwith some advanced functionality of SFDC.
* Worked on **Salesforce CPQ (Steelbrick)** pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule**.**
* Good knowledge in automating business with **Lead and Case Assignment rules** based on different criteria.
* Experience withSalesforce.com **Reports, Dashboards**, Workflows.
* Experience in **Force.com platform, Sales Cloud, Eclipse Force.com IDE,** Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
* Extensive experience working on custom objects, custom fields, pick list, and role-based page layouts, **Workflow** Alerts and Actions, and **Approval Workflow**, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, **Dashboards**, and **Email generation** according to application requirements.
* Extensive experience of capturing and analysing business requirements, entity relationships and converting to Salesforce custom objects, **lookup relationships**, **junction objects**, **master-detail** relationships
* Experienced in Business Requirements definitions and Analysis, translating the complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.
* Possess Comprehensive understanding of CRM business processes like **Campaign Management**, Lead Management, **Account Management**, and Case Management and worked on **Sales cloud, Service cloud**, **marketing cloud**.
* Experience in implementing Enterprise applications using **Java/J2EE, JSP, Servlets, JDBC, Web Services, JavaScript, HTML and XML.**
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation**.**
* Gathering information from various sources and evaluate them according to the client's needs.
* Excellent inter-personal skills, accustomed to working in both small and large team environments.
* Ability to work in a fast-paced environment with changing priorities.
* Created team specific agile process flow in **JIRA** to move tasks from one activity to another.
* Experience in using **JIRA** for issue tracking issues.
* Strong knowledge and working experience with software Development Life Cycle Methodologies Agile, Scrum.

CERTIFICATIONS

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-1
* Salesforce Certified Platform Developer-2
* salesforce certified sales cloud consultant
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Platform App Builder

TECHNICAL SKILLS

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| **Salesforce CRM** | Apex Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap), Jitter bit, |
| **Force.com Tools** | Developer Console, Force.com IDE, Force.com Explorer, Workbench, Data Loader, Eclipse. |
| **Web Technologies** | JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2. |
| **Versioning** | Git, SVN, Bit bucket |
| **Programming Languages** | C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex. |
| **Web/Application Servers** | Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS. |
| **Operating Systems** | Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix. |

EDUCATION

* Bachelor’s in Computer science from JNTU, Hyderabad. INDIA.

PROFESSIONAL EXPERIENCE

**Roofstock, Oakland, CA, USA Mar 2022 – Present**

*Salesforce Lightning Developer*

* Created Custom Objects and fields for transactional and contractual information.
* Performed the role of Salesforce.com Developer and Administrator in the organization.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and Custom Objects.
* Triggered interface events by user interactions, which includes a Lightning Component framework and is also involved in building Lightning Components using the aura framework.
* Developed component using Lightning Aura Framework.
* Designed and customized visual force pages using controller extensions, custom controllers, and standard controllers.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning web components (Aura and LWC).
* Implemented Salesforce Lightning web components (LWC) for a small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Migrating existing Aura Components and Visual force page to Lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMA Script, events.
* Experience in building Lightning applications and using Lightning Design System, Lightning Implementation(s) Salesforce communities, chatter, and shield experience.
* Developing Lightning web components with validation.
* Migrated consistently to Lightning from Classic for the sales reps to find Just-In-Time information about customers and prospects.
* Worked on designingSOAP/REST APIsintegration architecture to provide the programming interface to interact withForce.com and External systems**.**
* Used Lightning process builder for visualizing and creating automated business processes
* Created flows with the calling apex class.
* Reviewing the test cases provided by the QA team and providing feedback.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation
* **Environment:** Salesforce.com, Salesforce Lightning, Apex Language, Visual Force, Workflow & Approvals, Reports, Lightning Web Components, Aura, Custom Objects, WSDL, Custom Tabs, Email Services, HTML5, CSS3, Controllers, Data Loader, JavaScript, SOAP, REST API, Eclipse IDE.

**Wilco Source, Novato, CA Feb 2020 – Feb 2022**

*Salesforce Lightning Developer*

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented **Agile Methodologies** in developing **SDLC**.
* Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the **Lightning** **App**.
* Formatting and migrating user data into LE, Implemented **Salesforce** **Lightning** **Components** for small set of users within the organization.
* Developed **Lightning** **apps** using **lightning** **Components** and made them compatible with **salesforce1** **mobile** **app**.
* Involved in estimation and analysis for migration from **classic** to **lightning**.
* Designed and developed apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud**.
* Implemented CSS for VisualForce pages and experience working with Partner portal system and Add methods that can be called from **VisualForce pages** to **Controller Extensions**.
* Created Custom VisualForce components and attributes to override the look and feel of standard VisualForce components.
* Implemented **VisualForce pages** with public-facing websites by using **Force.com Sites**.
* Created **Objects**, **Page Layouts**, **Record Types, Relationships**, **Validation Rules, Workflows** and **Approval Process.**
* Using **Data Loader** and **Import** **Wizard** for **Data** **Export**, Updates and Backup for the organization.
* Set up **Marketing** **Campaigns**, **Campaign** **Hierarchies**, **Lead** **queries**, **Assignment** **rules**, **Web**-**to**-**Lead** and **Auto**-**Response** rules.
* Working with Administration activities like **Users**, **Profiles**, **Permission** **Set** **Role**, **OWD** settings and Sharing **Rules**.
* Worked with Approval processes that use **Email Approvals** and **parallel Approval steps**.
* Created **Dashboards** and **Dashboard Components** and implemented multiple levels and scheduled Dashboard refresh.
* Created **Many-to-Many relationships** and created **Junction** **objects** to implement **Roll-up Summary** fields to aggregate data from child records on the parent.
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Used **Tab permissions**, **Record Type permissions** and **Field Level Security** to implement Component-based security.
* Used **Tabular**, **Summary** and **Matrix reports** to create Standard reports and Custom reports**.**
* Worked on writing **Apex** **Triggers** **Apex** **Classes**, **Batch Apex** and **Scheduled Apex**.
* Worked with **Dynamic** **Apex** to access S-Objects and field describe information, execute dynamic **SOQL**, **SOSL** and **DML** queries.
* Design, develop and implement solutions for the **Apttus** **CPQ** system deployed on the Salesforce platform.
* Developed Quote documents using **X**-**Author** for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to **Apttus** **CPQ** Quote creation using **APTTUS** **API's**, **Apex**, **Visual** **force** and **Triggers**.
* Implemented Single **Sign**-**On** with **SAML** on force.com.
* Integrated Salesforce.com with external systems like Oracle and SAP using **SOAP API** and **REST API**.
* Deployed Apex using **Force.com IDE**, **Force.com Migration** Tool and **Web Services API.**
* Migrating Metadata from one sandbox to another sandbox using **Force.com IDE tool**.
* Performed Unit, Integration, Regression and **User Acceptance Testing**.
* Provided product engineering and implementation support services with custom development and **production support**.
* Implemented **Classes**, **Interfaces** and **Keywords**.

**Environment:** Salesforce.com Platform, Sales cloud, Service cloud, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, Workflows, Approvals, Reports, Custom-Objects, Security Controls, SOQL, SOSL,Apttus CPQ (Configure Price Quote)**,** Integration, Force.com Platform (Sandbox and production), Force.com IDE Agile, Scrum.

**Thermofisher, Pittsburgh, PA Oct 2018 – Jan 2020**

*Salesforce Developer*

* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Developed Case Assignment Rules, Escalation Rule, Auto Response Rules, Email to Case, Web to Case.
* Created **Workflow Rules, Workflow actions** and time dependent actions.
* Configured Validation Rules based on business requirement.
* Implemented pick lists, dependent pick lists, lookup, and master detail relationships.
* Modified **Apex Class, Apex Test Methods, Triggers ad Visualforce Pages**.
* Configured approval process.
* Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* **Retrieved** some data and its functionality from **Third-Party API’s** and **displayed** within the lightning component.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Used **SOQL** and **SOSL**statements within Governor Limits for **data manipulation** needs of the application using platform database objects.
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Collaborated with business users and product managers in the development of new business requirements and enhancement requests by accurately capturing all stakeholder positions and translating them into system specifications.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.**
* Worked extensively on Salesforce.com standard objects like **Accounts (Person and Business), Contacts, Opportunities, and Cases.**
* Experience in **complex handling APTTUS** - **Configure, Quote and Contract management** application.
* Implemented and maintained **Salesforce Service** Cloud and **Sales Cloud**. Built custom solutions with **Apex and VisualForce**, which support most critical processes and workflows at Hilton.
* **Salesforce.com Configuration** and Design of **Service Cloud, Sales Cloud and Force.com** solutions, with an emphasis on **Service Cloud solutions**
* Implemented **Service Cloud including**: **Service Console, Customer Portal & Communities**, **Case Feed, Knowledge Base** and Entitlements.
* Implemented **Salesforce Development Cycle** covering extensively in **Sales Cloud, Service Cloud** and **Call Center**.
* Developed various **Custom Reports and deployed** them for different business user levels.
* Analysing and customizing applications according to **Client Requirements**.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Web Services, WSDL, Sandbox, Oracle, Window.

**Aveon Technologies. Hyderabad, India. Jan 2017-Sep 2018**

*Salesforce Developer*

* Involved in **Salesforce.com Application** Setup activities and **customized** the **apps** to match the functional needs of the organization.
* Created **Profiles, Roles based on Organization role hierarchy** and implemented **Record-Level** and **Field-Level** security and configured their sharing settings.
* Data migration to Salesforce using **Data Loader.**
* Queried Salesforce database using **SOQL SOSL** queries using work bench.
* Involved in analysis of functional and technical requirements created the **custom objects, formula fields, lookup,** and **master-detail relationships.**
* Involved in Setting **up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)**
* Created **Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.**
* Created various **Reports summary, matrix, tabular and dashboards** to assist managers to better utilize Salesforce as a sales tool.
* Implemented **security and sharing rules** at **object, field, and record level** for different users at different levels of organization. Also created various **profiles** and configured the permissions based on the **organizational hierarchy** and created public groups.
* Developed **Assignment rules, Escalation rules** to enable proper routing of cases to the case team members.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Imported data from excel sheets in to **Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.**
* Configured multiple Outlook settings for various users and perform field mapping and matching criteria and other advanced settings based on the requirements.
* Worked on making minor enhancements to **SFDC application** required by business users from time to time.
* Worked with developers to modify **Visualforce Pages, Apex Classes, Apex Test Methods and Triggers.**
* Involved in SFDC application support for business users.
* Advised the sales and support team on efficient utilizing of Salesforce.
* Analysed different business reports and guided the team on deployment and customization of those reports in Salesforce.

**Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, MySQL, Reports, Workflow & Approvals, Web Services, Sandbox.**

**Spanco Telecom, Hyderabad, India, Jan 2013-De 2016**

*Java Developer*

* **Struts** framework is used for building the Front-End.
* Utilized the various enter Design patterns to develop the Business modules based on the required functionality.
* Developed **view** and **controller** components.
* Interacted with **business** **analysts** and other end users to resolve user requirements issues.
* Developed user interface (view component of MVC architecture) with **JSP**, **Struts** **Custom** **Tag** **libraries**, **HTML5** and **JavaScript**.
* Extensively used **jQuery** in web-based applications
* Developed the controller component with **Servlets** and action classes.
* Business Components are developed (model components) using Enterprise Java Beans (**EJB**).
* Experience in using **Ext** **JS** for the presentation tier and developer the screens of the application.
* Developed Session Façade with **Stateless** **Session** bean to provide a uniform coarse-grained service access layer to clients.
* JavaScript is used for client-side validation and to control some **dynamic** **data**.
* Extensively worked with Oracle Application servers, **Apache** **Tomcat**, **JBoss** 4.2.3.
* Used **MAVEN** scripts to fetch, build, and deploy application to development environment.
* Wrote **SQL** queries and **PL**/**SQL** procedures for **JDBC**.
* Prepared the **REST** and **SOAP** based service calls depending on the data passing to the web service.
* **Clear** **Case** is used for version control.
* Used MQ series to create, send, receive and read messages.
* Used software development methodologies such as **waterfall**.
* Used Eclipse as Integrated Development Environment (**IDE**).
* Prepared technical and **Java** **API** documentation.

**Environment:** JBoss 4.2.3, JDK 1.5, JDBC, JNDI, Ajax, EJB, JSP, jQuery, Servlets, Apache Tomcat, Maven, Struts 1.2, HTML5, XML, Java Script, CSS, UNIX/Linux, ExtJS, Oracle 9i, Toad, Clear Case, MQ Series, Eclipse.