**Prathyusha Bandi**

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**Certifications:**

Certified in Salesforce Administrator

Certified Platform Developer

Certified Community Cloud Consultant

Certified Salesforce Platform App Builder

**Professional Summary:**

* **Salesforce Professional** around **6 years** of work experience in Salesforce technologies: Sales Cloud, Service Cloud and Community Cloud.
* Experience in implementation & Integration experience on Salesforce.com using **Apex** (Classes, Controllers & Triggers), **Apex Scheduler**, **Batch Apex**, Apex Class & Apex Web Service, Visualforce Pages, Custom Tabs, Analytic Snapshots and Dashboards.
* Good Knowledge on **Sales Cloud**, **Service Cloud** and **Apex Programming** on **Force.com Platform**.
* Strong Knowledge in **Salesforce Customization**, **Workflow Approvals**, **Data Validation**, **Sales**, **Customer Service** and **Support Administration**.
* Expertise in developing **Apex classes, Controller and Triggers** on **Force.com** platform to customize application according to the functional needs.
* Experience in all the phases of Software Development Life Cycle (SDLC) from analysis to maintenance in both Waterfall and Agile models.
* Proficient in dealing with functionalities related to **Sales cloud,** **Service cloud** and **Community Cloud.**
* Worked extensively in development and customization of **Lightning Components** with **JavaScript Controllers**.
* Hands-on experience in creating **Lightning components** and **Lightning Applications**.
* Worked Extensively on **Application Events** and **Component Events** in the Lightning development.
* Proficient in Salesforce.com SFA, Visualforce, Force.com Apex Classes, Apex triggers, SOQL, and SOSL, Force.com API.
* Working knowledge of ETL Tools on Apex Data loader and other app exchange data migration tools.
* Expertise in maintaining the Functional areas of **Data Management.**
* Extensive experience on working with **Custom Objects**, **Custom Fields**, **Picklist**, **Page Layouts**, **Workflow Alerts** and **Actions**, **Approval Process**, **Validation Rules**, **Custom Tabs**, **Custom Reports** and **Report Folders.**
* Ability to write complex **SOQL**, **SOSL** queries across multiple objects within the SFDC database.
* Hands on Experience of Salesforce Web Services API like REST, Bulk & SOAP.
* Implemented **External Data Sources** and used **External Objects** to get data in real time from External Systems instead of **Webservice Callouts.**
* Experience working with Deployment Tools like Force.com IDE, Change Sets, and ANT based Migration Tools and Salesforce.com Sandbox environments.
* Extensive Experience in Salesforce Integration within house legacy systems using Web services API like **REST, Bulk** and **SOAP.**
* Implemented **Named Credentials** and **Named Principals** in Integrations for passing credentials in **Web Service** Callouts.
* Implemented **External Data Sources** and used **External Objects** to get data in real time from External Systems instead of **Webservice Callouts.**
* Implemented **Session Cache** to reduce **Webservice callouts** to **External System.**
* Well versed with analyzing business requirements and resolving cases including configuration of over 50+ **Profiles, Permission Sets, Public Groups, Roles, Role Hierarchy, Field-Level Security, Record Types and Queue****, Page Layouts, Workflow Alerts** and **Actions, Reports, Dashboards** and **Approval Processes**.
* Sound knowledge of **Object Oriented Design**and**MVC Architecture.**

**Education:**

* Bachelors in CSE from JNTUK - 2014
* Master’s in Computer Science from Texas A&M University - 2020

**Technical Skills:**

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| --- | --- |
| **Salesforce** |  SOQL, SOSL, Apex Classes, Apex Triggers, Workflow and Approvals, Sharing Rules, Apex Extensions, Visualforce, Formulas, Validation Rules, Assignment Rules, Knowledge Articles, AppExchange, Custom Objects, Custom Fields, Dashboards and Reports, Opportunity Management, Lightning, Application Event, Component Event, Case Management, SOAP API, REST API, Analytic Snapshots |
| **Languages** | APEX, Java |
| **Web Development** |  XML, HTML, CSS, JavaScript |
| **ETL Tools** |  Data Loader |

**Professional Experience:**

**Florida Blue, Jacksonville, FL Jul 2019 – Till Date**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in requirement gathering from the client location, knowledge transfer and setting expectations on project progress at the client end.
* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Integrated external financial systems for synching data in Salesforce.
* created duplicate rules and matching rules for duplicate management
* Involved in Bulk Data Migration from SAP to Salesforce using ETL tools
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Involved on creating Lightning Pages inside Lightning community Builder.
* Worked on Reports and Dashboards on Salesforce Lightning.
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
* Added Lightning Component to Lighting Pages and Record Pages and worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Used AGILE methodology during all the phases of System Development Life Cycle (SDLC), and analysis artifacts such as use cases.
* Collectively worked with the Salesforce architects for designing the application using the Salesforce portal.
* Worked on Salesforce Lightning Process Builder to easily automate Business Processes.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Implementation of Salesforce Service Cloud from Business case to operation.

**Environment**: Service Cloud, Salesforce.com platform, Lightning Process, Lightning Inspector, Apex, Workflow & Approvals.

**Client: Kotak Life Insurance/Logisoft IT Services, Visakhapatnam Jan 2015 – Aug 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Designed, Developed & deployed various APEX Classes, Triggers, Test methods, Visualforce pages & also various Schedule, Batch and Future based Apex classes to implement the custom functionality. Developed triggers which added automatic templates to fire to the respective users.
* Involved in Bulk Data Migration from SAP to Salesforce using ETL tool (Informatica)
* Worked with Informatica ETL team for creating Data mapping for source and target systems
* Involved in deploying the AppExchange applications and integrating with third party applications.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Implemented Web to Case functionalities to provide a better customer support to the customers.
* Implemented Application Events and Component Events extensively to avoid refreshing service console.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed Workflow rules, tasks, and alerts to track customer related tasks and activities.
* Developed Formulas, Validation rules to maintain the quality of the data
* Implemented Trigger Framework, Validation Rule Framework and Validation rule Framework in a way we can disable and enable them based on user or Profile using custom settings.
* Implemented and Consumed Knowledge Base Dashboards& Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers by following the Governor limits in Salesforce.com.
* Maintain and customize Community Cloud and Service Cloud applications.
* Implemented SFDC Sales Cloud, Service Cloud, Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Implemented Service Console for agent to get 360 degree view of customers.
* Used the ANT for migrating the code to the deployment instance after testing.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com, Force.com, Apex Classes, Triggers, Controllers, Visualforce Pages, Custom Objects, Records, Page Layouts, Roles, Workflows, SOSL, SOQL, Sales Cloud, Service Cloud, Dash Boards, Data Loader, Data Migration and Windows.

**Client: Logisoft IT Services Feb 2014 – Dec 2014**

**Role: Salesforce Developer/Admin, Hyderabad**

**Responsibilities:**

* Created Custom objects, custom fields, Picklist, 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, design of Visualforce Pages, Snapshots, Dashboards for generation per application requirements.
* Selected and implemented Agile development practices per application requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages.
* Developed and configured various Custom Reports and Report Folders for different user
Profiles based on the need in the organization.
* 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.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Interacted with the Salesforce.com premium tech support team on a regular basis.