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**Summary**

* 10 years of Information Technology experience with 9 years of experience in Salesforce.com CRM platform as a Developer/Administrator.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle process.
* Salesforce Certified **Administrator**, Salesforce **Certified Advanced Administrator**, Certified **Platform App Builder**, Certified **Platform Developer 1** and Certified **Service Cloud Consultant**.
* Extensive experience with Administration, Configuration, Implementation, Development and Production Support events on Salesforce.com Platform using Agile/Scrum methodologies.
* Well versed in understanding and analyzing of Salesforce CRM Automation business processes.
* Expertise in various administrative tasks involving designing of Custom Objects, Fields, Workflows, Role based Page layouts, Approval processes using standard wizard with multiple steps, **Reports**, Analytic Snapshots and **Dashboards** to help higher managers and business to better understand the important analytics and stats of the project.
* Possess knowledge of CRM processes like **Sales, Marketing, Service** and Customer Support, Business processes and recommended solutions to improve their processes usingSalesforce.com.
* Developed and deployed various Force.com Apex classes, Triggers, Test classes for unit testing, Batch Apex, Schedulable jobs, Visualforce pages, **Aura Components** and **Lightning web components**.
* Developed a lightning application and framework utilities(LWC) for replacing standard Salesforce classic javascript buttons into lightning actions. Also worked heavily on porting existing classic applications to lightning framework.
* Built reusable UI/UX components with **lightning component framework**.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database, Relationships and Lookups.
* Experienced in Migrating Org from Salesforce **Classic to Lightning**.
* Experience in integrating with third party applications using Informatica on demand, Cast Iron, Sharepoint
* Working knowledge in building web services through **SOAP** and **REST API**.
* Experience in working with call in and callouts API's to make integration with external systems.
* Incorporated Git/Github source control into Salesforce development operations.
* Experience with different App Exchange products like Apttus, Clicktools, DupeCatcher, Exact Target, Marketo, Conga and Financial Force.
* Expertise in working with development and migration tools like Force.com IDE, Force.com explorer, Eclipse IDE with Force.com plug-in, ANT migration tool, Apex Data Loader **& Jitterbit.**
* Well adept at writing web services for exposing salesforce data for external applications.
* Excellent debugging skills; able to debug complex technical issues involving multiple system components
* Worked with end-users of Salesforce to understand their needs and develop solutions that improved productivity and gained a better insight into the customer and company operations.
* Ability to work with minimal direct guidance, self-motivated, proactive and passionate to learn new technologies.
* Experience with salesforce platform production deployments working in an agile methodology environment.
* Problem solving skills accustomed to working in both large and small team environments.

Technical Skills

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| --- | --- |
| **Salesforce Certifications** | Salesforce Certified **Administrator**, Salesforce Certified **Advanced Administrator**, Certified **Platform App Builder** and Certified **Platform Developer 1**. |
| **Salesforce.com****Development** | Apex language, Apex Trigger, Apex Class & Apex REST and SOAPWeb services, SOQL, SOSL, Visual Force, HTML  |
| **Lightning Experience****Development** | Salesforce Lightning Design System and Lightning Components, AuraFramework, Javascript Controllers, Server-side Controllers |
| **Administration** | Reports & Dashboards, Validation rules, WorkFlows, ApprovalProcess, Sandbox Refreshments, Apex Data Loader, Packages |
| **Web Technologies** | HTML, DHTML, CSS, XML, SOAP, XSLT, XSD, Asp.Net. Ajax,JQuery, JavaScript, WebServices, WCF, MVC, WPF |
| **Application Tools** | PL/SQL Developer, Data Loader, Apex Explorer, Conga, Excel Connector, Git Lab, Copado. |
| **Database** | MySQL |
| **IDE** | Force.com IDE (Eclipse), Visual Studio |
| **Operating Systems** | Windows 7/8/10, Mac OS X. |

**Professional Summary**

**Employer: Algonquin College, CA** Oct 20 –Till Date

 **Role:** Senior Salesforce Developer

# Responsibilities:

* + Involved in discussions and requirement gathering from business users. Be a self-driven learner, adopt a new tools and system quickly.
	+ Providing solutions for feature implementation on **Higher Education, sales and service cloud**.
	+ Designed and developed an E commerce website on force.com platform using communities, which supports sales and service functions.
	+ Design of service cloud console to be consumed by customer service representatives.
	+ Technical design document preparation for implemented functionalities.
	+ Designed and implemented security model for internal and external users.
	+ Highly involved in customizing the Salesforce functionalities like **flows**, approval process, setting up roles, creating **profiles, Permission sets**, security controls, data management.
	+ Utilized **Data loader** in handling massive amounts of user data.
	+ Implementation of web services for address validation, tax calculation and Order creation.
	+ Implemented **case management** system for multiple departments.
	+ Implemented Asset management to track an inventory for all ITS owned assets.
	+ Enhancing user experience using CSS, HTML and Lightning web Components.
	+ Implemented Integrating external web systems with Salesforce using **REST/SOAP** web services.
	+ Expertise in **Jitterbit** interface Design and Development using Latest version of Jitterbit middleware
	+ Involved in Integration between Google Ads & Pardot to track prospects to reach our marketing assets
	+ Implemented risk alerts to flag a students at risk in SAL(Student Advisory link)
	+ Developed integration for Calendly, Outlook and Salesforce.
	+ Implemented Duplication check for Contact, accounts and Opportunities.
	+ Involved in Salesforce Remediation project in enhancing versions and following apex best practices.
	+ Developed webservices to Enabling google reCaptcha to case webforms to avoid spambots.
	+ Converted existing **apex code** to **Flows** for Lightning migration project.
	+ Converted **Workflows** to **Flows** using Migration to Flow in Salesforce.
	+ Used GitHub for version control management and Continuous integration.
	+ Implemented Triggers, batch and Future apex calls as per business logic on Database events.
	+ Used refined global search in Lightning by developing Apex classes and Controllers.
	+ Developed a lightning application(LWC) and framework utilities for replacing standard Salesforce classic javascript buttons into lightning actions. Also worked heavily on porting existing classic applications to lightning framework.
	+ Experience managing at large-scale full-life cycle implementations of Lead to Cash (**CPQ**) solutions, including ownership of the technical solution, management of the overall team and ownership and management of project financials.
	+ Implementing Lightning schedular to serve clients with desired channels.
	+ Implemented **Territory management** as per business needs for Sales Team.
	+ Following and configuring salesforce release features up to date as per business requirements.
	+ Training team to follow Apex violation by implementing code review automation webforms.
	+ Involved in estimating, planning user stories in scrum grooming sessions.
	+ Worked with Data Loader and Bulk API command line interface to write existing integrations for data purging and archiving of Salesforce data to internal systems.
	+ Managing DevOps Process across multiple organizations and business unit using tools like **Gitlab** and **Copado**. Maintain version control using SFDX.
	+ Ensure all salesforce updates and work items seamlessly move from development through lower-level environments to production.
	+ Served as Scrum master and worked closely with the Product Owner for the Customer communication scrum team to ensure consistent and timely communication to customers via various channels, involved in Support and Maintenance for sustainability.

Environment: Salesforce.com Platform, Force.com, Lightning Experience, Lightning Web Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Custom objects, Custom fields, Web Services, SOAP, REST, Github and Jira.

**Employer: IBM, VA** March’ 18 – March 20

**Role:** Senior Salesforce Developer

# Project #5

**Description**: Supply chain management, empower sales teams to quickly and effectively configure, price and quote goods and services to prospects and customers. Get flexible pricing structures, views into upsell opportunities, available inventory and margin at a line level.

# Responsibilities:

* + Worked with Sales and Marketing team to provided recommendation and designed the best solutions for implementing new business ideas.
	+ Developed user stories and processed flows to support the design and develop salesforce solution to end users
	+ Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
	+ Performed the detailed analysis of functional and technical requirements, designed & deployed the custom objects, identified the **lookup** and **master-detail relationships**, and created the **junction objects**. Demonstrated ability to translate customer requirements into specification.
	+ Created various **Profiles**,**Roles**,**Page Layouts, and Record Types** and configured the **Permissions** based on the Organization hierarchy requirements.
	+ Developed Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics
	+ Created **Lightning Components** and server-side controllers to meet the business requirements.
	+ Experienced in migrating the standard and custom objects in standard experience to lightning experience
	+ Developed Apex Classes, Controller Classes and Apex Triggers and Visualforce pages for various functional needs in the application.
	+ Expertise in **bulkifying** apex code and avoid hitting governor limits.
	+ Developed many Report Types and created various Reports (summary reports) using the Report Builder according to the need of the organization.
	+ 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.
	+ Implemented new buttons and actions for the lightning experience.
	+ Existing **JavaScript** buttons were replaced with either quick actions or the visualforce page buttons
	+ Participated in deploying the components from staging environment to production.
	+ Configured Chatter to track emails from Outlook to Salesforce by following a user.
	+ Assigned workflows for Lead conversion, transfers, merging duplicates, managing **web-to-lead** to track responses to online campaigns.
	+ Created website to allow sales reps to enter leads/quotes and automate salesforce records creation and send notification to business teams channel using Microsoft Flows.
	+ Implemented test classes using test data factory and involved in UAT with the Clients.
	+ Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

Environment: Salesforce.com Platform, Force.com, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, Microsoft Flows, Bitbucket and Visual Studio

**Employer: Sciemetric, CA** Apr’ 17 – Feb’ 18

 **Role:** Salesforce Developer

#  Project #4

**Description**: Information Technology and Customer Support case management system is an in house application for internal users. Automate IT case creation when email is sent to helpdesk. Features for adding notes to IT cases for easy communication within teams and assigning to other teams or experts where necessary and using flexible APIs that allow users to create real -time, bidirectional communication between the platform and relevant applications and networks.

# Responsibilities:

* Gather requirements, design, develop, test, document, communicate and deploy business solutions.
* Involved in Scrum methodology which dramatically improved productivity and reduced errors.
* Developed business logic and user interfaces by customizing objects, Apex Classes, Apex Triggers and Visualforce pages, components and controllers by maintaining coding standards and business requirements.
* Created Formula fields and triggers on cases to organize SF Admins team to more efficiently handle cases, reducing average response time by 25%
* Initiated in-depth analysis of SF cases being created to find root causes and reduce the number of tickets flighninbeing created.
* Enforced Knowledge base article creation for issues encountered
* Created various reports (summary reports, matrix reports, pie charts, dashboards) and report folders to assist managers based on organization's need.
* Configured Identity confirmation, login restrictions and user interface settings.
* Involved in building the Customer Portal in the organization. Configuring customer portal in order to enable the users to login to customer portal and accept/reject the assigned tasks.
* Extensive use of Flows and Process builders to automate the process, achieve complex business logics and invoke other process declaratively.
* Created sites for Talent Acquisition support team to handle inquires.
* Designed various WebPages in VisualForce for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Implemented Rest API resources to created, retrieve, update and delete records, along with other record- related operations.
* Worked on Visual flow for automating the user actions and displayed appropriate information.
* Design and build high-performance, reusable, and reliable Apex code with best practices.
* Involved in fixing various bugs raised by users during the testing phase of Application
* Migrated solutions to knowledge articles in community sites.
* Integrated salesforce with Jira, allowed users to have bi-directional communication in real time.
* Integrated Agile Accelerator to the SFDC and created Kanban board to each department in the org.
* Integrated IBM Cognos with salesforce using webservice API.
* Worked on Salesforce.com Chatter in connecting to the business process, taking actions from within the community, monitoring the feeds and answering the questions on any subject.
* Created Email handler services to handle case management system and implemented Scheduler to send Weekly workload email to each individual department in the organization.
* Used migration tools such as Apex data loader and Import Wizard to upload data for custom objects.
* Developed Test Classes for Unit testing and Code Coverage in the application.

**Environment:** Saleforce.com platform, Apex Language, VisualForce (Pages, Component & Controllers), Data Loader, App exchange products, HTML, Java Script, Apex Triggers, Web Services, Workflows, Validations, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Salesforce Automation, Chatter, Customer Portals, Lightning Components, IBM Cognos, MavensMate, Agile/Scrum.

 **Employer: Telus, VA** June’ 16 – March' 17

**Role:** Salesforce Developer

# Project #3

**Description:** Procurement application, Get visibility and control over the entire procure-to-pay process for both indirect and direct spend. makes it easy to minimize costs and prevent contract leakage while enforcing spend controls. Automated workflows allow approvers to quickly approve or deny purchases.

# Responsibilities:

* Involved in all the phases of SDLC including requirement collection, design & analysis of the user specifications, development and customization of the application.
* Developed Object Model and UML design models for developing Use Cases and created Sequence diagrams, class diagrams for application components and interfaces.
* Developed business logic and user interfaces for requisition and Purchases order modules.
* Implemented pick list, Dependent picklist lookups, master detail relationships, validation and formula fields to the custom objects.
* Created email templates and inbound emails using Visual Force and developed Cascading Style Sheets (CSS) for creating effects in visual Force pages.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Implemented enhanced approval process as per requirement using Apex.
* Worked with apex scheduler to invoke apex classes at regular intervals.
* Implemented dynamic apex to access objects and field values on user inputs, execute dynamic SOQL.
* Worked extensively in customization of Service Cloud Console by embedding **Visualforce pages** in custom console components, highlight panel and interaction log.
* Development using Lightning Configuration like creating Homepages, Record pages using Lightning App Builder and created Quick Actions to create or update the record
* Developed lightning apps with the Lightning components and calling components from visual force page and vice versa
* Integrated with external system by generating apex class from WSDL and made callouts to external application.
* Integrated SAP with Salesforce through TIBCO.
* By using JQuery and Ajax sent the request to server side and receive the response.
* Tested applications and documented results and bugs including documentation of information useful in the debugging process.

**Environment**: Saleforce.com platform, Roles, profiles, users, assignment and auto response rules, list views, reports and dashboards, custom objects and custom, relationships, Email templates, fields Workflow & Approvals, field dependencies, Reports,TIBCO and Windows XP.

**Employer: NTT DATA** Apr’15 – May’16

**Role:** Salesforce Consultant

# Project # 2

**Description:** CRM provides managed care services exclusively for government-sponsored health care programs, focusing on Medicaid and Medicare. SalesForce CRM Application is implemented to consolidate sales management for all the regions. Application was developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

# Responsibilities:

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Implemented Email templates in HTML and VisualForce.
* Integrated the Web Services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES.
* Help users with Chatter teams/Groups and follow application as well.
* Provided ongoing SalesForce.com maintenance and administration services including periodic data cleansing, custom objects, workflow.
* Interacted with the SalesForce.com premium tech support team on a regular basis.

**Environment**: SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, APPTUS, Eclipse IDE.

**Employer: NTT DATA** May’ 13 – March 15

**Role:** Salesforce Consultant

# Project # 1

Description: MWMS is a Medical waste management, Services include medical waste disposal, sharps disposal management, product recalls and retrievals, pharmaceutical recalls and waste disposal, medical device returns, hazardous waste disposal, hospital waste stream management, mail back kits, infection control products and patient communication services.SalesForce application was implemented to track their Services, Customer Reports and Solutions

# Responsibilities:

* Work with client and project team to help with requirements gathering, technical design and implementation of the required solution using Salesforce based on the customer's requirements.
* Created users, profiles, roles, public groups to provide access among and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Worked on Record types to fine tune pick list values and also display different page layouts, Mini page layouts, field dependencies, list views to display only necessary fields and queues.
* Created workflow actions for related tasks, time-triggered tasks, email alerts, field updates to implement business logic for Accounts, leads, opportunities and custom objects.
* Worked on Custom Object, Fields and also customized Standard Objects like Opportunities, Cases, Forecasts, Account and Contacts. Also, implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships.
* Maintained data cleanliness and accuracy by adding validation rules, custom formulas, reports and dashboards.
* Designed various types Email templates in HTML and Visualforce for auto response to customers and also worked on assignment rules, auto-response rules.
* Involved in release migration tasks such as configuration, change sets, data load and environment setup.
* Created test scenarios on Sandbox, created & migrated packages and between Sandboxes and Production environments to place final implementations.

**Environment**: Saleforce.com platform, Roles, profiles, users, assignment and auto response rules, list views, reports and dashboards, custom objects and custom, relationships, Email templates, fields Workflow & Approvals, field dependencies, Reports and Windows XP.

**Employer: XEROX** Aug’ 12 – APR’ 13

# Role: .Net Developer Responsibilities:

* Worked in a team and is a part of ROA Architecture.
* Developed and Implemented Web Services in WCF, SOAP/REST Handlers to support privacy for web service.
* Designed and developed dynamic ASPX web pages using C#, ASP.Net3.5, XML, HTML, Cascading Style Sheets (CSS) and User Interface (UI).
* Created rich and interactive UI using WPF.
* Created Silverlight applications for interactive, Web-based data visualization using XAML.
* Implementing LINQ queries on different data sources in Silverlight applications.
* Designed WPF Forms, Custom Controls and User Controls using XAML language for UI and Dynamic Web Parts for personalized content which allows Change, Edit, Move the content on pages as per users' own choice.
* Developed and Implemented Web Services in WCF, SOAP/REST Handlers to support privacy.
* Designed and developed dynamic ASPX web pages using C#, ASP.Net3.5, XML, HTML, Cascading Style Sheets (CSS) and User Interface (UI).
* Worked with TFS (Team Foundation Server) for development of code and maintenance.
* Performed Build and Deployed application on IIS
* Worked on change requests of the library portal.
* Used Jquery and Javascript for UI validations.
* Thoroughly tested in the development environment and deployed the code files on the server.

 **Environment**: ASP.Net, C#, SQL Server 2005, Windows service.

# Educational Qualifications:

* Master of Engineering in Internetworking, Dalhousie University Sep’ 11 – May’ 13 Halifax, Canada
* Bachelor’s in Computer Science, JNTU University Jun’06 – May’10

Hyderabad, India