**Jeevan Goud Kondam**

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**Certifications**:

Certified Salesforce Platform Developer 1

Certified Salesforce Administrator

Certified Salesforce Platform App Builder

**Lead Salesforce Developer/Administrator**

**Summary**:

* Over 9+ years of IT experience with focus on the Salesforce.com CRM Platform as Technical Lead, Developer, Administrator and System Analyst with multiple Salesforce Certifications.
* Good Experience in Salesforce.com Configuration and Design of Service Cloud, Einstein Analytics, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solutions.
* Experienced in working with business leadership, key stakeholders, developers to identify, implement Salesforce processes & system solutions to increase efficiency.
* Expert in brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
* Experienced in project implementation and control monitoring processes related to quality assurance (QA) and user-assisted testing (UAT).
* Sales Cloud expertise and very good experience in Lead Management as well as Opportunity management areas.
* Ability to efficiently analyze and interpret data using Salesforce and well versed in Administration setup such as manage users and data management.
* Ability to lead in both technical as well as business-oriented conversations in addition to the delivery of various Einstein Analytics solutions across the organization.
* Proficiency in analyzing business requirements, entity relationships and converting them to Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts.
* Experience in MS SQL Server, Oracle and MySQL Databases.
* Experience working on data migration projects, Extensive experience working in Agile, Scrum and WaterFall methodologies.
* Knowledge in front-end GUI skills using HTML, JQUERY, CSS and JavaScript.
* Worked on IDE's such as Eclipse/My Eclipse, Visual Studio Code for developing, deploying and debugging the applications.
* Knowledge in Estimation, Code Review, Task allocation, Requirement Gathering Preparation, Requirement Document (Understand Document Preparation), Design Document, Analysis Document, Query Tracking Sheet, Change Request, use cases, Test Cases (Both Unit Test cases and Functional Test cases- Using Template).
* Possess great interpersonal and communication skills, focused, self-motivated, quick learner and team oriented.

**Education**:

Master’s in computer science from University of Illinois at Springfield, IL, USA (2014-2015)

Bachelors in Electronics and Communication Engineering from JNTU, India (2005-2009)

**Technical Skills:**

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| --- | --- |
| SalesForce Technologies | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, SAQL, Visualforce Pages / Component, Apex Custom Controllers and Extension, Service Cloud Console, Salesforce.com customizations like Workflow Approvals, Dashboards, Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts, Einstein Analytics, Einstein Discovery. |
| Sales Force Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), Visual Studio Code. |
| Languages | Java, JavaScript, SQL, Apex |
| Databases | MS SQL Server, MYSQL, DB2  |
| Web Technologies | JavaScript, HTML, XML, WSDL, AJAX, Visualforce  |
| GUI and Tools | Eclipse, Force.com IDE, Apex Data Loader, Azure ADO, Visual Studio Code |
| Operating System | Microsoft Windows |

**Experience**:

**Client: GEICO**

**Salesforce Tech. Lead (Einstein Analytics) Apr 2020 – Till Date**

**Responsibilities**:

* Built Complex Dashboards using **SAQL** & developed Stories in **Einstein Discovery**.
* Configured and imported data into Datasets from different source systems (from Salesforce Sale & Service Cloud and external data sources).
* Hands-on experience with JSON, shell scripting, SQL, Java, SOQL and SAQL.
* Responsible for the delivery of strategic analytics data solutions and reporting built on Salesforce.com (SFDC) **Einstein Analytics**.
* Experience in big data and performance optimization of visualizations built on large datasets.
* Experience with Salesforce Lightning, developing lightning components.
* Sucessfully lead team of four in implementing Partner Community Portal used by Sales Agents on a day-to-day basis for sales activities.
* Performed role of Solution Architect in converting Classic Salesforce org to Lightning org.
* Responsible for Lead Management Optimization and daily batch jobs loading quotes into salesforce from external applications.
* Serve internal customers by assisting with building reports and dashboards.
* Complete platform ownership; managing and reducing technical debt for Salesforce. Conduct architectural evaluations.
* Experience in engineering leadership, with a proven track record of leading projects from inception through development and successful deployment.
* Hands-on experience in continuous delivery of Salesforce application with AzureDevops.

**Environment**: Saleforce.com, Einstein Analytics, Einstein Discovery, Security Controls, Escalation rules, Apex, Assignment rules, Agile Methodology, Record types, Custom objects and Fields, Workflows, Rules, Web Services, HTML, CSS, Eclipse, Data loader, Salesforce.com Unlimited Edition, Agile Methodology, Sales Cloud, Service Cloud, Chatter Cloud, Creation of Custom Objects, Custom Tabs, Email Marketing, Security Controls, Reports, Dashboards, Data Loader, Force.com IDE.

**Client: L.A. Care Health Plan**

**Salesforce Lead Consultant Mar 2017 – Mar 2020**

**Responsibilities**:

* Actively involved in interacting with business users (subject matter experts), requirement gathering, defining functional specifications.
* Excellent business acumen, analytical, problem solving and presentation skills.
* Effective communication and interpersonal skills, accustomed to working in both large and small team environments. Knowledge in Estimation, Code Review, Task allocation, Requirement Gathering Preparation, Requirement Document **(Understand Document Preparation), Design Document, Analysis Document, Query** **Tracking Sheet, Change Request, use cases, Test Cases (Both Unit Test cases and Functional Test cases- Using Template).**
* In the service cloud environment, performed the role of Salesforce.comAdministrator in the organization. Alsoparticipated in translating and documentation of business requirements into functional requirements.
* Using Apex Data Loader and Import Wizard for migrating records to sources, loaded data into Call Center application and for cleaning of data.
* Perform detailed analysis of business and functional requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and other Platform based technologies like **Visual Force,** **Force.com API**.
* Created the Custom fields for sales force **CRM content management**.
* Customized Company Profile, Page layouts, record types, Security & Access Controls and Communication Templates as per the organization requirements.
* Implemented Agile and Lean principles to ensure speed-to-market of solutions and maximum business value capture.
* Used Chatter, worked together on sales opportunities, service cases and marketing campaigns and monitored the latest developments at the organization.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time, also worked on app-exchange tools for tracking orders.
* Created Page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created templates using **CSS, approval processes, approval page layouts** and defined approval actions on them to automate the processes.
* Exported data from legacy system and imported into SFDCthrough Apex dataloader for data migration.
* Implemented **Security/Sharing rules, configured Permission Sets, Field level Security, Record level Security**, Profiles, Roles and resource monitoring at different hierarchical level of Organization.
* Experience with Salesforce Lightning, developing lightning components.

**Environment**: Saleforce.com, Security Controls, Escalation rules, Apex, Assignment rules, Agile Methodology, Record types, Custom objects and Fields, Workflows, Rules, Web Services, HTML, CSS, Eclipse, Data loader, Salesforce.com Unlimited Edition, Agile Methodology, Sales Cloud, Service Cloud, Chatter Cloud, Creation of Custom Objects, Custom Tabs, Email Marketing, Security Controls, Reports, Dashboards, Data Loader, Force.com IDE.

**Client: Global Foundries**

**Project: Salesforce Quote Management Feb 2016 – Feb 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked on Batch apex, Apex sharing rules according to the functional needs of the application.
* Developed responsive Visualforce pages by using native components and HTML5 tags in the Visualforce pages. Written Visualforce pages to have look and feel same as Lightning.
* Wrote several **SOQL&SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Used Salesforce.com developer toolkit including **Apex Classes, Controllers and Triggers, Visual force** **pages**, **Force.com IDE, Migration Tool, Web Services API.**
* Worked with External objects in Salesforce which is another feature introduced with lightening components.
* Key role in a gradual transition of company's applications from Salesforce Classic to Lightning Experience.
* Extensive experience in Agile **Methodology** of **Software Development Life Cycle (SDLC), Scrum Methodology** of **software engineering processes**.
* Experience in migration applications from Sandbox to Production using Migration Tools like Force.com IDE, Jenkins, Eclipse and Change Sets.
* Used Sandbox for testing and Eclipse and Deployment Change Sets for code deployment and worked with Tortoise SVN.
* Experienced in handling Production releases.
* Involved in Apttus X-author tool for building the proposal and agreement templates per the business needs and involved in configuring and **customizing the Apttus CLM tool**.
* Data load using **X-Author for excel app document generation using X-Author for word.**

**Environments**: Salesforce CRM, Apex Language, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, APTTUS CPQ, X-AUTHOR for Excel, Jitterbit Data Loader, Custom Tabs, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, Java Script, CSS, Agile Scrum, Web Services, SOAP, UI, Eclipse, Oracle, SOQL, Web services, Service cloud and Sales cloud, Lightening Components, SVN, Jenkins.

**Marvel Geospatial Solutions, India. Sep2009 – July 2014**

**Software Engineer (Salesforce)**

Marvel Geospatial Solutions provides a unique level of services to clients in a cost-effective manner and is the high-value partner for providing leadership to drive transformation and partnering for success. The organization offers end-to-end solutions and services including implementation, Application Development Services, data mapping, management services and Network Database. They have utilized this experience to build strong base to understand Customer & Market trends to face challenges.

**Responsibilities**:

* Experience in Salesforce.com setup, configuration, and customization, Administration, Data Migration tools like Apex Data Loader.
* Implemented various advanced featureslike Many to Many Relationships, Field Dependencies, Validation Rules, and Approval Processes for automated alerts, field updates & Email generation according to application requirements.
* Created Profiles**, Roles, Users, Tasks and actions, Dashboards, Reports, and Validation rules.**
* Provided ongoing **Salesforce.com maintenance and administration** **services** including periodic data cleansing, **custom objects** and **workflows**.
* Builtreports and dashboards, customizing them as per user requirements.
* Implementation of **Custom** **Objects, Custom Tabs, Workflow Rules and Role based Page Layouts and Record** **Types, Approvals, Assignment Rules.**
* Implemented Security and Sharing rules at Object, Field and Record levels for different users in the organization.
* Automated Business processes through Visual workflows and process builders.
* Experience in Design and Development of Web Based Applications Using Java, Java Script, Servlet, JSPs.

**Environment**: Saleforce.com, Agile Methodology, Web Services, HTML, CSS, Eclipse, Data loader, Java, Java Script.