**Mr. Hari Kishore Kotapati**

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(979)-985-1628

**3X Certified**, Highly Accomplished Salesforce Developer/Administrator with Good record of customer fulfillment. Adroit at clarifying exceedingly complex information frameworks to a wide assortment of clients. Proven multitasker, Independent and group a player.

**Professional Summary:**

* **Certified Salesforce Platform Developer and Administrator** with over **five** years of development and Administration experience in Salesforce.
* Good Knowledge in both **Sales force cloud, Service cloud, App exchange** applications.
* Expertise in SFDC Administrative tasks like creating **Objects, Fields, Users, Roles, Profiles, Page Layouts, Approvals, Workflows, Validation rules, Reports, process builders, Dashboards, Permission Sets.**
* In depth knowledge and working experience with business on CRM processes like **Lead Management, Opportunity Pipeline Management, Quota Management, Case Management, Case & Lead Routing, Account Management, Forecasting, Campaign Management, Reports and Dashboards**.
* Deep knowledge in developing UI components using **Visualforce pages, Visualforce components, Apex controllers, HTML, JSON, Java script, CSS, XML.**
* Intensively worked on development of **Apex Classes, Controllers, Triggers, Schedulers, Batch Apex, Test Classes, Web services (SOAP, REST), Partner, Enterprise, Apex and Tooling WSDL.**
* Experience in writing complex **SOQL, SOSL** queries.
* Worked with Data Migration using **Import wizard, workbench and other data integration tools Apex Data Loader using BULK API**.
* Worked in **Agile** and fast paced environments. Skilled in complete life cycle of software development including **Requirements gathering & Documenting, Analysis, Design, Effort Estimation, Coding, Testing, Deployment and customer Support**.
* Very good understanding of Salesforce **Governor Limits** and implementation/ debugging experience to work.
* Highly self-organized and able to work with large number people, able to handle multiple tasks with fast pace.

CERTIFICATIONS:

* Salesforce Certified Platform developer 1
* Salesforce certified Administrator
* Salesforce certified sales cloud consultant

TECHNICAL SKILLS:

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| --- | --- |
| SalesForce.com | Apex (Classes, Triggers, Batch Jobs, Dynamic Apex), SOQL, Visualforce (Pages, Components), S-Controls, WebServices API (SOAP, REST), Metadata API, Workflow & Approvals, Validation Rules, Reports & Dashboards, SLDS, Lightning Components. |
| Salesforce Tools | Force.com IDE, Data Loader, Force.com Migration Tool |
| Languages | Apex, Java, C, JavaScript |
| Databases | MySQL, Microsoft SQL Server 2008 |
| IDE | Force.com IDE, Visual Studio Code |

**Professional experience**

**Client: Cox Automotive, Atlanta**

**Salesforce Developer (August 2017 to Till date)**

**Responsibilities:**

Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com.

Media Instance:

* Played a prominent role in migrating **opportunity management** (Advertising parent and child opportunities) from dealer track instance to media instance.
* Migrated child cases from dealer track to the media instance and developed custom logic and **visual force pages** for case creation which includes custom questionnaire on the second half of the page based on category and subcategory selected as a part of case creation.
* Setup a complex credit **approval process**, which includes more than 20 approval process steps which caters to multi-tier business groups.
* Optimized performance of the instance by converting **40 + workflows and process builders** into apex Triggers.
* Did the case **object field analysis** to figure out the usage of existing fields and did the cleanup by removing all the references without impacting the existing business.
* Built the **visual force Email** templates and **visual force component** to notify the customers based on the quote status for **salesforce CPQ**.
* Converted few **java script** buttons into lightning components as part of **lightning** conversion.
* Developed, maintained and supported various **lightning components for** CPQ pricing.
* Worked extensively on **lightning flows** for orders, order line items.

CAE Instance:

* Played the important role in migration of National Accounts business to the CAE instance in just 4 weeks of the time which support the **GES user management**.
* Developed **lightning flows** to handle the opportunity creation for different business groups.
* Worked on a custom BU referral **managed package**, which is installed across 7 different salesforce instances to handle the referral program for sales reps across the company.
* Used **Platform events** extensively to send and receive the referrals across different instances.
* Automated the process for the billing team which reduces manual excel work efforts.
* Involved in the launching of **powerBI dashboards** from salesforce Account page layout.
* Developed various **batch jobs** to notify the EPP customers on a quarterly basis, if they do not have any activities on the account.

Retail solutions:

* Started with debugging the project creation issue on the new instance, which involved with analyzing the huge lines of code and found the root cause for the creation.
* Involved the enhancement of the opportunity field update based on given criteria using apex triggers.

**Client: Entergy Services, Houston, TX**

**Salesforce Developer /Administrator (April 2016 to July 2017)**

**Responsibilities:**

* Experienced in requirement gathering meetings and interacted with business key stake holders.
* Created the sales cloud objects to handle the business related records.
* Deep knowledge in working with case management configured web to case implemented e-mail to case to convert incoming customer e-mail into cases in salesforce, configured the case assignment rule.
* Implemented the security settings for restricting the visibility based on user groups.
* Played a prominent role in setup the **integration** with third party tool BCG to get the data.
* created lightning **record pages and flexi pages** to display information under multiple tabs.
* Established the integration calls on button click to get the data from third party tool.
* Upgraded the classic applications to the **lightning applications.**
* Automated the quote logic using **Apex triggers and Handler classes**.
* Implemented the **automated email notifications** on quote status change.
* setup the **color coding** for the line items to preview the results easily by different colors.
* Setup an **approval process** to automate the approval to hierarchy.
* Responsible for converting the java script buttons to lighting component during lightning migration.
* Integrated SFDC with SAP to send Customer information using **SOAP API** via Middleware.
* Integrated the Rally to daily notifications about sprint status towards the management.
* Handled the deployments using Copado tool.

**Iron mountain, Bangalore, IN**

**Salesforce Administrator (May 2012 to March 2015)**

**Responsibilities:**

* Collaborated with sales, operations, and other stakeholders to analyze requirements and translate into technical requirements and articulate design considerations and trade-offs.
* Maintained multiple user profiles, role hierarchy, security, and sharing rules, and other Salesforce.com out-of-the-box access features.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time.
* Created user groups and configured workflows and assignment rules to enable proper routing of leads to the marketing members.
* Performed system administration functions such as user management (profiles and roles), field and validation rule configuration, record types, picklists, page layout management, mobile setup, data management (uploads), email templates, folder management, and public groups, as well as other configuration items.
* Created various Reports summary reports, tabular reports, matrix reports and Report Folders to assist Service managers to better utilize Sales force and configured various Reports and for different user profiles based on the need in the organization.
* Automated the opportunity and case objects field updates and notifications using apex triggers.

**Qualifications:**

Bachelor’s Degree - Anna university - 2008 – 2012

Master’s Degree - Texas A&M university - 2015 - 2016