Graphical user interface, text, application

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**Sandeep Kota**

**Salesforce Developer**

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**Professional Summary**

* Around **8** years of IT experience in Application Design & Development, Testing and Maintaining Applications, with **5+** years on the Salesforce platform both as an **Administrator** and **Developer**.
* Working with **Lightning Component Framework**, using **Lightning Aura components and** **Lightning Web Components**.
* Strong knowledge in working on the **Sales Cloud** and **Service Cloud** using traditional **classic** and **lightning** platform solutions.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Proficient in **Workflows, Triggers, Email-To-Case**, **Web-to- case**, Email Template, Workflows, Approval Process, Triggers, **Custom Settings, Static Resources,** SFDC API, **Batch APEX.**
* Field Service Lightning Proof of Concept
* Implemented service cloud functionality like case management, field service management and **CTI** integration
* Proficient in dealing with functionalities related to sales cloud & service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.
* 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.
* Integrated the **SOAP** and **Rest** based Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Implement and project-manage Desk.com and Service Cloud configuration projects
* Used **SOQL** and **SOSL** Queries within **Governor limits** for data fetching and manipulation needs of the application.
* Experienced in Customizing records with **Approvals**, Automating Business Processes with **process Builder** and Delayed actions with **workPlow** by collecting data from users.
* Effective work of **Data Migration** using **Import/Export Wizard** and **Apex Data Loader** for Bulk import or export of data from Salesforce.com objects.
* Proficiency in SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Email Services**, **Approvals**, **WorkPlows**, **Reports & Dashboards**, **Actions**, **Tasks and Events**.
* Excellent understanding of Salesforce.com in terms of **Organization hierarchy, Roles, Profiles,** **Users, object level security, Field level security, record level security and sharing rules**.Efficient in setting up restricted login hours, IP ranges on profiles and resetting passwords.
* Extensive experience in coordinating the effort with team members, responsible for deliverables, producing the status reports to management and handling escalations.

**Education**

* Bachelor of Technology Electrical and Electronics Engineering, JNTU, INDIA

**Technical Skills**

|  |  |  |  |
| --- | --- | --- | --- |
| **Web Technologies**: | | HTML5, CSS, JavaScript | |
|  | |  | |
| **Programming languages:** | | C#, Java, Apex, Visualforce, Lightning | |
|  | |  | |
| **Scripting**: | | Ant, Java Scripts, XML, HTML | |
|  | | **Salesforce Technologies:** | Salesforce CRM, Lightning components, Apex Classes/Controllers, | |
|  | |  | Apex Triggers, SOQL, SOSL, Visual Force Pages, Apex Web Services, | |
|  | |  | Visual workflows, Dashboards, Schema builder, Process builder | |
|  | | **Databases**: | My SQL, PL/SQL, MS Access |  |
|  | |  |  | |
|  | | **Salesforce Tools:** | Workbench, Force.com, Eclipse IDE, Apex Data Loader, Live Agent, | |
|  | |  | Omni-Channel, Developer Console, Agile Accelerator, Salesforce Lightning Design System (SLDS). | |
|  | | **Operating System**: | UNIX, Linux, Windows, Mac OS |  |
|  | |  |  | |
|  | | **Other**: | visual studio code, GIT, Jitter bit, Service now, Copado, JIRA, Demand | |
|  | |  | Tools, MS office. |  |

**Professional Experience**

**Client: ConsultNet – Love’s Travel Stops. Austin, TX May 2019 – Present**

**Role: Salesforce Consultant**

**Project: Multiple CRM Implementations**

**Description:**

Since 1996, ConsultNet has empowered technology performance by providing companies with the superior tech talent and solutions needed to innovate, compete and go farther. Our users are using Apttus and TSQ to build a quote native to salesforce.

**Responsibilities:**

* Work with different clients of ConsultNet that use Salesforce and cater tailored solutions using programmatic and declarative approach.
* Worked with **Love’s Travel Stops** on site in their **FSL** (Field Service Lightning) Application implementation which involves the core concepts of Field Service Lightning and custom development using new patterns and technologies.
* Good knowledge on **Set up field service features**according to client unique business needs.
* Installed **Field Service Lightning managed package**and **Field Service Lightning mobile app.**
* Worked on salesforce **lightning components** which are part of lightning flows. Developed functionality to filter products based on brands / service territory / channel.
* Worked with end-to-end Service Cloud implementation like **Case Management, CTI integration.**
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created new **test classes**, **test utility** classes and edited existing test classes as per the requirement to cover required test coverage for apex classes.
* Created automated **test scripts** for salesforce lightning flows with Selenium and java classes.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Added new custom fields, picklist values managed field level security, page layouts etc.
* Created new **apex class** to filter and replace special characters in customer name with ASCII values in outbound communication between salesforce to electricity utilities.
* Created Aura based Components, Attributes, Controllers which can be compatible with the Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Minimize 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.
* Use the **Apex Metadata API** to retrieve **metadata** both **custom** and **standard** from an org, and update that **metadata** and deploy into another **Org.**
* Worked with salesforce support on high priority case for solving issues with **lightning flows**.
* Solid knowledge in responsive design
* Experience integrating with server-side code to produce dynamic page

**Environment:** Azure DevOps, GIT, VS Code, Lightning Web Components (**LWC**) and Apex, Sales cloud, Community Cloud, Service cloud, Marketing cloud.

**Client: Hexagon PPM, Huntsville, AL Oct 2018 - Mar 2019**

**Role: Salesforce Developer**

**Project: Apttus CPQ and LTM CRM**

**Description:** Hexagon's PPM division is part of Hexagon, a global leader in sensor, software and autonomous solutions. Hexagon's PPM division empowers its clients to transform unstructured information into a smart digital asset to visualize, build, and manage structures and facilities of all complexities, ensuring safe and efficient operation throughout the entire lifecycle.

**Responsibilities:**

* Discussed and analyzed the requirements with business team and converted the requirements into detailed technical requirements.
* Create **Lightning Components** from Scratch and server-side controllers to meet the business requirements with migrating the standard and custom objects to lightning experience for LTM.
* Knowledge on the **Field Service Lightning mobile app** how it works and aids on - site job management to a mobile workforce.
* Helped business users for **Apttus CPQ** quoting process. Performed enhancements with Apttus CPQ as needed.
* Managed **Apttus product setup** added new products, **PLI**’s, **workflows**, approvals, inclusion - exclusion rules as requested by business users. Also performed required customization for pricing callbacks.
* Worked closely with business to get an exact idea about issues related to **Apttus QTC** / Apttus proposal creations for global clients (US/EMEA/APAC). Also resolved them in timely manner.
* Worked extensively on debugging / resolving salesforce issues, worked with Salesforce support and Apttus support as needed.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Performed Apex Callouts to invoke external third-party web services with **future methods** and REST API.
* Developed **Apex test classes** in Sandbox to ensure adequate code coverage and quality solution.
* Configured Products, Catalog, Catalog Hierarchies, Bundles within Bundle, Price lists across all products for **Apttus CPQ**.
* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e., System Analysis, Design, Development and Testing.
* Implement Batch Apex and Apex schedulers based on the user requirements for Inventory management and product backlog.
* Design and developed enhancements for already existing code for the Apttus CPQ and LTM (**License Tracking and Management**) which covered Lightning components, Apps and Apex classes, Extensions and triggers.
* Minimize 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.
* Use the **Apex Metadata API** to retrieve **metadata** both **custom** and **standard** from an org, and update that **metadata** and deploy into another **Org.**
* Involve in daily **SCRUM** and sprint planning meetings and ran daily agile status calls with the team.

**Environment:** Azure DevOps, Apttus CPQ/QTC, LTM, GIT, VS Code, Lightning Web Components (**LWC**) and Apex.

**Client: Tailored Brands, Houston, TX Jan 2018 – Sep 2018**

**Role: Salesforce Developer**

**Project: Contact Center Service Console CRM**

**Description:**

Tailored Brands was a men’s apparel business which uses Salesforce Service cloud solutions involving configuration with managed packages, creation and refinement of complex data models, External CTI Integration, business process automation and custom functionality.

**Responsibilities:**

* Involving in Various stages of Software Development Life Cycle (SDLC) Including Analysis, Development, Enhancements, and Testing.
* Conducted Design, Code Reviews, project related presentations and communicated project status and escalated issues to management.
* Experience in building user interfaces from wireframes and designs and be able to deploy applications in a cross-browser environment.
* Design elegant, innovative **Salesforce Service cloud** solutions involving configuration with managed packages, creation and refinement of complex data models, **External CTI Integration**, business process automation and custom functionality.
* Developing Various Visualforce pages, Apex Triggers to include extra functionality and writing apex classes and controllers to provide functionality to the visual pages.
* Created feature rich Visualforce pages and UI design with the help of **JavaScript**, HTML, CSS, XML and Ajax
* Work on **Salesforce Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created Custom Objects and fields for an application called “**Service Assist”,** which is used on **Service Console App** in Service Cloud.
* Used JavaScript, **JQuery** to have Dom manipulations, custom UI Designs client side - handle events and Ajax calls with Visualforce pages.
* Customized the **Omni-Channel** widget using the necessary objects by making agents available to receive work based upon skill level and created custom user presence statuses for Supervisors to monitor those using **Omni-channel Supervisor** configurations.
* Co-ordinate **CASE Management** activities with cross-functional teams including UAT, production support after Go-live, and application release notes prioritization of future upgrades.
* Work with Salesforce.com premier support to resolve technical issues and enhancements through their accelerators.

**Environment:** SFDC, Force.com platform, Data Loader, Workbench, Change Sets, Visual Studio Code, Agile Accelerator, eclipse IDE and Postman API tool.

**Client: Motorola, Chicago, IL Sep 2016 to Nov 2017**

**Role: Salesforce Analyst**

**Project: Motorola CRM**

**Description:**

Motorola Solutions is a global leader in mission-critical communications and analytics.  Our technology platforms in mission-critical communications, command center software and video security & analytics, bolstered by managed & support services, make cities safer and help communities and businesses thrive. At Motorola Solutions, we are ushering in a new era in public safety and security.

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Facilitated future Mobile initiatives by implementing responsive design in user interaction using **Salesforce Lightning Design System** for UI/UX development.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Created New Reports, New Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Used force.com developer toolkit to develop Visualforce pages, apex classes, test classes and apex triggers to achieve custom business logic.

**Environment**: Salesforce.com CRM, Apex Language, XML, Visualforce, S-Controls, Custom Objects,Tabs, Page Layouts, Workflows, Approval Processes, Dashboards, Reports, Eclipse.

**Client: Allure Imports, Sault. Ste Marie, MI. May 2016 to Aug 2016**

**Role: Salesforce Administrator**

**Project: Social and Sales CRM**

**Description:**

Allure Imports is a distribution company that finds the best products around the globe and makes purchasing them easy and affordable. From health and beauty products to mobile phone accessories, Allure Imports provides a variety of products guaranteed to satisfy our customers.

**Responsibilities**:

* Designed and developed Workflow rules, Validation rules, and customization within SalesForce.com.
* Created various Reports (Tabular, summary, matrix and joined reports, pie charts, dashboards) to assist managers to better utilize Salesforce as a sales tool.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes with implementation of Role, profiles and permission sets.
* Imported products and price books using Data Loader.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, Validation rules on the objects and Tabs, Components and Visual Force Pages.
* Created workflows rules, field updates, Tasks, and Email alerts.

**Environment:** Force.com, Eclipse IDE, SFDC, Data Loader, Import Wizard, Workbench and Happy fox(help desk tool).

**Client- Dell IT Services, Jan 2014- Sept 2015**

**Hyderabad, INDIA**

**Project- Global Implementation CRM Phase 1 and phase 2 Support Role – IT Analyst/ Siebel Admin**

**Description:**

Dell Technologies is a unique family of businesses that helps organizations and individuals build their digital future and transform how they work, live and play—providing customers with the industry’s broadest and most innovative technology and services portfolio.

**Responsibilities**

* Document as-built designs as DFD has and use case diagrams with strong analytical and product management skills including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
* Supported the “Case Management” and “User Management” globally. Played a role of “Admin” and “Analyst” for data management and documentation.
* Create system documentation to Support new system implementation, enhancement deployment, and incident management efforts.
* Involvement in troubleshooting issues in Siebel including but not limited to Severity 2/ Severity 3 issues and doing RCA accordingly.
* Support all the admins globally, closed the cases “closed-resolved” and development on various “Objects” and simultaneously, worked on the “**Sales**”, “**Service**” applications, keeping the day-to-day activities up-to date on them.
* Been to “Global Meetings” which included Users and Admins from all the countries of “Dell Integrated Services” (DIS) and worked with various departments, business, technical and development team.
* Perform day to day operational support functions within Siebel including Client/Server and application administration.

**Environment:** Siebel CRM 8.0 & 8.1, Siebel Enterprise on AIX and Windows platforms, Dell Serve(Inventory management tool), My SQL, MS-Access, BMC Remedy.