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**Professional Summary:**

* Over 9 **years** of IT experience in various stages of Software Development which includes **5+ years** of experience **as Salesforce CRM Developer** which involves **Administrator, Development, Integration, communities and lightning like classic to lightning migration and lightning component development.** 4 Years of experience on Java
* Experience in implementing **technology-enabled business solutions**.
* Possess knowledge of CRM processes like **Sales, Marketing, Customer Service** and **Customer Support,Business processes** and recommended solutions to improve their processes using salesforce.com.
* Experience in **Administration**, **Configuration**, and **Implementation** of Salesforce CRM and Salesforce SFA applications based on **Apex Language** and Force.com Platform.
* Experience in SFDC development using **Apex classes and Triggers, Visual Force, S-Controls, Force.com IDE, SOQL, SOSL.**
* Worked on **Eclipse IDE** with **Force.com Plug-in** for writing business logic in **Apex** programming language.
* Proficiency in SFDC Administrative tasks like **creating and customizing Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Events.**
* Experience in data migration using **Import wizard and Apex Data Loader**.
* Used Force.com Web services API and outbound messaging for implementing web services through WSDL in the application for access to data from External systems and websites.
* Developed SFDC **Customized Reports, Dashboards and Processes** to continuously monitor data quality and integrity.
* Experience in customizing Salesforce CRM for generating web-to-leads and web-to-cases.
* Proficiency in Object Oriented Languages like **C++, Java, JSP, Servlets** and other Java technologies.
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript.**
* Experience in databases such as **Oracle and MySQL**.
* Extensively worked on Salesforce.com **sandbox and production environment** including creating Sandboxes and refreshing it time to time. **Deployment** between Production and Sandboxes using Eclipse, Force.com **Migration Tool, and Change Set**.
* Proficiency in installing and developing Lightening, App **Exchange** applications.
* Hands on experience in implementing **security** and **sharing** rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Excellent debugging and documentation skills to achieve the complex business functionality.
* Proficient in **cloud-based business applications**, experience with **data management and reporting**, in combination with strong analytical skills.
* Have working experience in Design and Development of UI’s Using **Visualforce**, and **HTML.**
* Good understanding of Software Development Life Cycle (**SDLC**) and **Agile** with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
* Worked closely with Business Users to enabled business process using SFDC.
* Excellent communication and inter-personal skills; accustomed to working in both large and small team environments.
* Helped on 1 Full Migration of Exact target Legacy projects to Marketing Cloud Enterprise 2.0 Environment.
* Worked on Exact target/Marketing Cloud.
* Worked on Journey/Audience Builder for email campaign.
* Worked on Salesforce Marketing cloud Connector V5.

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**Education:**

* Bachelors from JNTU, Hyderabad, India in 2011

**Certifications:**

* Certified Salesforce Platform Developer-1 Certification
* Certified Salesforce Administrator.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Apex Custom Controllers and Extension, Workflow Approvals, Dashboards, Custom Objects, Case Management Automation, Integration, Siebel, Omni |
| **Salesforce Tools** | Eclipse, Force.com IDE, Explorer, Apex Data Loader, Force.com Platform (Sandbox and Production). |
| **Analytics Tools** | Tableau 8.2 |
| **Languages** | Apex, C, C++, Java |
| **Web Technologies** | Web Services, Java Script, XML, HTML, CSS |
| **Database** | SQL, Oracle 8i/9i/10g, SQL Server |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista / 7, Windows Server 2000 / 2003 / 2008, Linux Red Hat/SUSE/Mint/ Ubuntu/ Free BSD, OS X |
| **Documentation Tools** | MS Office, MS Visio Pro, Adobe Framemaker, Snag IT |
| **BIG DATA Ecosystems** | Hadoop, HDFS, MapReduce, HBase, PIG, HIVE, ZooKeeper, Sqoop, Oozie, Hue, Flume, MongoDB, Mahout |
| **Marketing Cloud Tools** | Exact Target/Marketing Cloud, Marketing Cloud Admin, Marketing Cloud Integration, Activities, Journey Builder, Audience Builder, Email Campaign, HTML, Css, Reports, Email Services, Tracking, Sandbox data loading. |

**Professional Experience:**

**US FOODS - Chicago, IL**

**Role: Salesforce Developer / Lightning Developer/ Marketing Cloud Jan 2019 – Till Date**

**Description:**

US Foods is an American [foodservice distributor](https://en.wikipedia.org/wiki/Foodservice_distributor). US Foods offers more than 350,000 national brand products and its own “exclusive brand” items, ranging from fresh meats and produce to [prepackaged](https://en.wikipedia.org/wiki/Prepackaged_meal) and [frozen foods](https://en.wikipedia.org/wiki/Frozen_food), and provides food and related products to more than 250,000 customers, including independent and multi-unit restaurants, healthcare and hospitality entities, government and educational institutions.

**Responsibilities:**

* Preparing a Technical Specification Document with the functional requirements and functional use cases explaining the solution with step by step process flow to address the business requirement.
* Recommends improvements to competitive business intelligence tableau reports and business development, product.
* Analyzing the existing code and adding new methodology to the existing code without any impacts.
* Implementation of **Lightning components** using **the Lightning Design System (LDS)** in Aura Framework and
* Maintenance of installed **Managed Packages** in lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for lightning experience, Alternates for **Java Script** Codes, Sharing **Visualforce pages** between Classic and lightning.
* Created many 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.
* Built customized lightning components replacing the existing ones using JavaScript on the client side and APEX on the server side.
* Working on **Apex classes, Apex Triggers and Batch class to develop custom logic** on objects.
* Implement **dependent picklists, lookups, junction objects, master detail relationships, workflows, validation rules** and **formula fields** to the standard and custom objects.
* Written SOQL queries against **force.com API**.
* Created several workflows and approval processes needed in different stages of actual quote processing.
* Perform system design and specification development, program logic and flow-charting, unit/functional testing, debugging, and documentation.
* I used to integrate data in our salesforce org from Siebel with the help of MuleSoft System.
* Worked on SFDC standard Objects like **Accounts, Contacts, Cases, Leads,** and **Campaigns** etc.
* As per the requirements providing tableau reports to customer.
* Created a tableau report in our salesforce.
* Provided Agile effort estimates according to business requirement.
* Agile Development Methodology was followed for the implementation.

**Marketing Cloud:**

* Developing and Maintaining large volumes of deadline-driven email campaigns and assets Management of email channel calendar
* and Direct Mail.
* Reporting on email campaigns (status and outcomes) for various stakeholders. Cross-departmental collaboration on major projects and new initiatives.
* Automated the import, extract and Query activity using Automation Studio. Used Dynamic content for subject lines.
* Used SOQL for data manipulation needs of the application using platform database objects.
* Involved in Data Migration using Data Loader and informatica power exchange. Performed the roles of Salesforce.com Developer and Administrator in the organization.

**Environment:** Saleforce.com platform, Lightning Components, Lightning Web Components, Visual Force (Pages, Component, Controllers), ,Exact Target/Marketing Cloud Admin, Marketing Cloud Integration, , Email Campaign, Tableau, Journey Builder, Siebel, Apex Language, DML statements, SOQL, SOSL, Data Loader, HTML, Workflow, Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Electronics for Imaging, Fremont, CA Sep 2018 – Nov 2018**

**Role: Salesforce Developer / Lightning Developer**

**Description:**

EFI is leading the transformation from analog to digital imaging with scalable, digital, award-winning products. Based in Silicon Valley, California with offices around the world, EFI develops breakthrough technologies for the manufacturing of signage, packaging, textiles, ceramic tiles, and personalized documents, with a wide range of printers, inks, digital front ends, and a comprehensive business and production workflow suite that transforms and streamlines the entire production process, increasing your competitiveness and boosting productivity.

**Responsibilities:**

* Stepped into role late in the project to shift client perception and ensure a successful delivery.
* Interacted with customers on a regular basis to Gather Requirements and Develop Business Solutions using the Salesforce.com Platform
* Translate customer business objectives and requirements into solutions and level-of-effort estimates to implement solutions
* Utilized the **Agile** project management methodologies over the traditional waterfall approach on all project
* Provide technical support in sales calls and solution presentations, and collaborate with the Enterprise sales team to understand customer requirements and drive new services revenue
* Expertise in using Data Import Wizard, **Apex Data** **Loader** and implemented **Export - Import, Data Insert, Update Operations**.
* Experience in creating **Lightning Components**.
* Created **Custom fields**, **reports**, **Dashboards** in Lightning.
* Implemented Email to case in salesforce lightning and worked on service cloud.
* Developed custom **Workflows** and **Assignment Rules**.
* Created Custom Objects and defined **lookup** and **master-detail relationships** on the objects based on E-R diagrams.
* Used Junction Object to create **many-many relationships** between the custom objects
* Involved in design, development and testing of web services to integrate with external systems.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Integrates salesforce with third-party SAP systems.
* Involved in the data migration from Concur to SAP using PI integration tool.

**Cuna Mutual Group, Madison, WI Nov 2017 – Aug 2018**

**Role: Salesforce Developer/ Marketing Cloud/ Lightning Developer**

**Description:**

Cuna Mutual Group is financially strong insurance and Investment Company. For generations, we have partnered with credit union leaders to protect and grow their businesses; and help people plan, protect and invest for their future. Cuna Mutual Group offer commercial and personal insurance products, lending and payment security solutions, and retirement, investment, data and analytics, and marketing services. They honored to be part of the credit union movement and help people move confidently into the future.

**Responsibilities:**

* Understanding the requirement and providing technical solutions and preparing high level document.
* Preparing the estimation for the requirement
* Reviewing technical solution and document with technical architecture
* Assigning work to right resource
* Involved in development of Apex classes, **REST** and **SOAP Integration**.
* Helping out team in technical challenge
* Experience documenting and analyzing processes, procedures, and/or policies. Ability to handle full workload and meet proposed deadlines.
* Updating daily status in scrum meetings and doing discussion with team members in Colo.
* Involved with testing team to write the test cases and test case documentation preparation.
* Reviewing the test cases with the testing team
* Supporting in **SIT, UAT** and Go live
* Involved in deployment from sandbox to sandbox and sandbox to production
* Set up role hierarchy, profiles and users for the organization
* Data clean up and **data migration**
* Giving training for end user about the functionality implemented
* Enabled Omni Channel and configured, automatically pushes work to our users.
* Configured routing rules to assign cases to agents and leads to sales people through Omni-Channel.
* Worked with Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations.
* Used SLDS for the design of Lightning components.
* Used to work on Lightning components available for drag and drop in the Lightning Components pane in Community Builder and also had to create a custom theme styles from lightning design system layout to transform the appearance and overall structure of the pages in the Customer Service.
* Working knowledge on communities to develop home owner
* Worked in connecting 6 flows with lightning data service for record creation deletion and updating with the help of lighting component and controller.
* Build flows which embedded lightning components for each object fields and assigning the input variables in order to get flow between the components with the help of lightning buttons.

**Marketing Cloud:**

* Upgraded from Exact target 1.0 to Salesforce Marketing 2.0.
* Setup and Implemented Salesforce marketing cloud Enterprise 2.0 org.
* Worked on Content builder to creating content templates.
* Integrated with Salesforce by using **Marketing cloud connector (V5)**.
* Worked on **Journey Builders** and **Automation Studio**.
* Configure Salesforce and **marketing cloud integration** user along with configuration in salesforce.
* Support the Email Marketing Manager in the development of new business requirements.
* Worked on SQL Server to load the data.
* Worked on SQL Server 2008 migration from Exact Target.
* Created Account, Data Extensions, Users, Roles under Administration Settings.

**Environment:** Saleforce.com platform, Lightning Components, Communities,Exact Target/Marketing Cloud Admin, Marketing Cloud Integration, Journey Builder, Email Campaign, MsSql Server, Omni-Channel, Visual Force (Pages, Component, Controllers), Apex Language, DML statements, SOQL, SOSL, Data Loader, HTML, Workflow, Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Pacific gas and electric Company (PG&E), San Ramon, CA**  **Sep 2016 – Oct 2017**

**Role: Salesforce Developer/ Lightning Developer**

 **Description:**

Pacific Gas and Electric Company, incorporated in California, is one of the largest combined natural gas and electric energy companies in the United States, which represents 5.2 million households. There are approximately 20,000 employees who carry out Pacific Gas and Electric Company's primary business the transmission and delivery of energy.

**Responsibilities:**

* Performed the role of sfdc developer, **lightning** developer and interacted with various business user groups for gathering the requirements for salesforce.com, **Lightning** and **CRM implementation.**
* Documented and shared the requirements with other SalesForce.com consultants for further implementation.
* Develop portal solution using **Lightning** Components
* Worked with **Service Cloud** technology and on-premise infrastructure **integration** for Salesforce.com.
* Performed Steelbrick CPQ related configuration for product setup, approval matrices, approval rules, process
* builders and flows
* Implemented new customer support solution using **Salesforce.com Service Cloud**. Maintained and improved existing SalesForce implementation.
* Performed the roles of Salesforce.com Administrator/Developer in the organization.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Designed and deployed Custom objects, validation rules, Page layouts, Custom tabs, Components, to suit the needs of the application.
* Provide and organize documents via Salesforce **CRM** Content or the Documents tab in Customer portal.
* Oversee and manage the implementation of the CRM application using salesforce.com methodologies.
* Defined **lookup and master-detail relationships** on the objects.
* Developed **Visual Force Page** according to the client’s requirement.
* Developed several **Apex Triggers**, Classes during the project lifecycle.
* Worked with **SOSL and SOQL** queries to get data from different related objects
* Invocated the queries and **Apex** methods from JavaScript
* Deployed the code developed in the Developer Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Creation of Test Data for all the business rules of all projects in **QA** as well as in **UAT** environment.
* Created Support Pages for end users using **HTML, JQuery, JavaScript, Visual Force**.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Used Force.com platform for developing feature rich and user friendly Visual force pages for enhancing Salesforce UI.

 **Environment**: Saleforce.com platform, Service Cloud, Apex, CRM, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, CPQ, AppExchange, HTML

**CHEMICAL ABSTRACT SERVICES, COLUMBUS, OHIO Oct 2015 – Aug 2016**

**Salesforce Developer**

**Description:**

Chemical Abstracts Service, Inc. organizes, analyzes, and shares information that drives scientific discoveries. The company offers online, Web-based, and desktop access to databases covering science, engineering, technology, patents, business information, and more; and content in the areas of chemical substances, references, reactions, chemical suppliers, regulated chemicals, and chemical industry notes.

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Visualforce Pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controller** to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created **workflow rules** and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, **lookups**, **master detail** relationships, validation and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, **custom links**, related lists and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, **time-triggered tasks**, email alerts, filed updates to implement business logic.
* Created templates, **approval processes**, approval page layouts and defined approval actions on them to automate the processes.
* Created various **Reports** (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used **SOQL**&**SOSL** for data manipulation needs of the application using platform database objects.
* Used **field level security** along with page layouts to manage access to certain fields.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Created custom **Dashboards** for manager’s home page and gave accessibility to dashboards for authorized people.
* Used **Data loader** to load the records on to the force.com platform.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, **Call Center**, **Chatter** &**App-exchange** applications.
* Made new **feature enhancements** on Service cloud console view and developed some Visual force components.
* Involved in **migrating** the data from Oracle database to Salesforce application using Apex Data Loader.
* Involved in **Data Migration** from Traditional Apps to Salesforce Using Data Loader Utility.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Involved in the Data Transformation and **Data Cleansing** activities while transferring the data to the external system using **Informatics** on Demand.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

**Environment:** Force.com API, Controllers, Sharing Rules, Lightning Components, Java Script, Web services, Triggers, Controllers, Workflows, Email Updates.

**MahindraSatyam – Hyderabad, India Oct 2013 - Sept2015**

**Salesforce Developer**

**Description:**

Mahindra Satyam was an Indian IT services base company. It offered a range of services, including software development, system maintenance, packaged software integration and engineering design services. Their convergent digital, design experiences, innovation platform and reusable assets connect across a number of technologies to deliver tangible business value and experiences.

**Responsibilities:**

* Worked with Business System Analyst to provided recommendation and designed the Best Solutions for implementing new business ideas.
* Provided development, **implementation**, and updating focusing on **Sales cloud** and **Service cloud**.
* Worked on Salesforce.com **Standard Objects** such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, **custom links**, **related lists**, and other components on **record pages**.
* Implemented various advanced fields like Picklist Fields, **Master-Detail** Fields, **CustomFormula Fields**, and defined **Field Dependencies** for custom picklist fields.
* Implemented **Case** Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Defined objects and **Field Level Security** for different profiles.
* Wrote an Apex Trigger on Contact for **cross object** field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Performed other administrative tasks such as managing Accounts, Contacts and Cases, setting workflows and approval process for approving new accounts and other business process.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Provided **Case Management** by Configuring **Email-to-Case** for end user to submit a case through Outlook.
* Created and configured **Email templates** which were used by PCS Central users for approval processes and other field updates.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, **Permission Sets** for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Worked in different sandboxes for development and testing, and involved in migrating the code to production instance in installments using Change Set.

**Environment**: Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, S-controls, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Triggers, Workflows Rules, Validation Rules.

**Knoah Soft - Hyderabad, India Oct 2011 – March 2013**

**Java Developer**

**Description:**

KnoahSoft provides workforce optimization solutions that deliver organizations enterprise-level interaction recording, quality, performance and workforce management and analytics functionality with the lowest total cost of ownership. The KnoahSoft Harmony workforce optimization software suite is a secure web-based platform that is seamlessly integrated from end-to-end to provide the ultimate in flexibility, scalability and ease of use.

**Responsibilities:**

* Performed gap analysis on existing system, which is in ASP/PHP/CGI/Perl/CSV/Sybase/MySQL technologies and identified the gaps and listed needs of proposed system. Captured the functionality into several use cases.
* Worked as offshore coordinator managing the offshore development work and code review
* Designed and modeled a new database to replace the csv files and to support as foundation for future reporting infrastructure that should serve the needs of all other products in MarkMonitor.
* Written Unix shell scripts for creation of missing CSV files from legacy reports contained in text
* Developed core java application to read the CSV files and load data into the database using Java file I/O API.
* Setting up cron jobs in Unix box to generate repots for ID tracker
* Implemented the service layer and the persistence layer using Spring MVC and Hibernate and used Spring AOP for Hibernate transaction management. The hibernate transactions are to cover the role check, account database and finally to update the new reporting database
* Design and Development of JAX-RPC based tab service web service using Apache Axis, SOAP. This tab service is instrumental in customizing the tabs to be displayed in dashboard application.
* Used Maven build tool to build the application

**Environment:** HTML, CSS, Java 1.4, JSP, ASP, JSON, AJAX, DTD, JAX-RPC, SOAP, Spring 2.5, Hibernate 3.3, XML, Web Services, Apache Axis, JUnit, Sybase, MySQL, PostgreSQL, Apache Tomcat 5.5, Solaris, Windows XP, SVN(subversion), JIRA, Maven, Eclipse