**Supreeth**

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**PROFILE SUMMARY:**

* Around 8+ years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, analysis, design, development, implementation & enhancement of projects in salesforce.
* Certified Salesforce Admin and Developer with 5+ years of Salesforce application development.
* Proficient with understanding of CRM business processes like Account, Contact, Opportunity, Lead, Campaign and Case Management.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects.
* Strong salesforce development experience with Apex Classes, Apex triggers, Batch Apex, Schedule Classes.
* Good experience with Steel brick.
* Extensive experience in creating Visualforce pages and integrating with external source by developing SOAP, REST, Apex Web Services and Force.com API.
* Extensive experience in writing SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components.
* Hands on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
* Experience in Veeva CRM and Veeva Vault Content Management applications.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ (Configure price quote).
* Good experience in rollout of Saleforce1 for mobile and customized visualforce pages with Aura components.
* Worked on embedding the wave dashboards into Visual Force pages and lightning using lightning components and App Builder**.**
* Expertise with salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards.
* Proficient in building business logic using salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task.
* Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules.
* Extensive experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Performed data analyst roles and used tools: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting.
* Deployed salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tools (Ant based), Change Set and Eclipse IDE.
* Extensive experience with different methodologies like Agile and Waterfall.
* Interacted with Customers in requirements gathering, brainstorming sessions, preparing, BRD, Technical Solution Design (TSD) for Salesforce.com implementations.
* Proficient with Object Oriented Programming and development web based applications using Java Technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.
* Good experience in developing salesforce Apps, Components, Controllers and Events.
* Excellent Communication skills, good team player with ability to work as a part of both large and small teams.
* Developed Salesforce Lightning Apps, Components, Controllers, and Events.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, SOQL, SOSL, Visual force, S-Control, Offline Edition, Integration, Migration, Batch Jobs, Workflow & Approvals, Reports, Dashboards, Analytic Snapshots, Custom Objects, Lightning UI, Lightning, Custom Tabs, Schema Builder, Apex Web Services. |
| **Salesforce and Integration Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox, and Production). |
| **Programming languages** | C, C++, Apex, Java, Java Script, VB.Net, ASP.Net, SQL. |
| **Web Design Tools** | JavaScript, XML, XSLT, HTML, XHTML, CSS, AJAX, SOAP, WSDL. |
| **Operating Systems** | Microsoft Windows, Linux, Unix, iSeries. |
| **Database** | Oracle, MS Access, DB Visualizer, SQuirrel, SQL Server 2008, TOAD. |
| **IDE / Other Tools** | SVN IDE, Force.com IDE, Workbench, Force.com Explorer. |
| **Version Control Tools** | VSS, CVS, GIT |

 **PROFESSIONAL EXPERIENCE**

 **EXPERIAN, Costa Mesa, CA JUN 2019 – TILL DATE**

 **Sr Salesforce Developer**

* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on developing the customer dashboard for the agent view showing the customer information which includes Freezing the credit card and Pulling the customer information and viewing the credit report.
* Building screens for the Freeze functionalities like adding freeze , Removing , temporary Removal, Changing Pin , Notification with all the required API callouts and creating cases after submitting and also involved in working with the API teams to get the required End points and making the callouts accordingly for the management.
* Was involved in building screens for the Authentication of the customers by the agents through Phone calls and creating cases for each call.
* Developed Lightning aura components Built lighting quick action buttons, Flow builders.
* Mostly worked on building screens on the Dispute functionalities like submitting Disputes, paragraphs, Remarks, Statements, Inquiries, Personal information, Address disputes etc.
* Full lifecycle implementation experience (taking things from development to QA development to UAT to production)
* Deep understanding of web technologies, such as JavaScript, CSS, HTML5, XML, JSON, and Ajax
* Experience with insomnia client (test harness for APIs)
* Knowledge of integration architecture as well as third-party integration tools and Web Services API
* Was part of an agile delivery team to liaise with product owners and be responsible for solution analysis, design and development. This include working stories from Jira and delivering them in two week sprints as well as recommending test criteria and support of implementation activities.
* Involved in creating screens to apply offers and membership details like upgrading, downgrading and cancelling of offers and creating cases accordingly.
* Created Dashboards to monitor the Callout Speed and the API fail responses to monitor the slowness while processing the requests to customers.
* Involved in the Deployments using the change set processing and validating them.
* Design, develop, test, and deploy desktop, custom web and mobile applications.
* Manage Salesforce1 Mobile application using Salesforce Setup menu creating and managing custom objects, fields, formulas, analytic snapshots and report types.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Data Migration, Data Loader, Custom Objects, Custom Tabs, Flow Builder, Aura Components, Record Types, Dashboards , Custom Labels, Custom Metadata, Data Loader, workflow and approvals, reports, custom tabs, Email services, Security controls, Case management.

**C&J Energy Services, Houston, TX OCT 2017 – JUN 2019**

**Sr Salesforce Developer/ Administrator**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upset and export operations on millions of records.
* Expert in migrating data from various systems into Salesforce CRM using ETL tools - Informatica on Demand, Cast Iron (CI) experience, to synchronize data between Sales.com and web service endpoints.
* 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 custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Prepared the Data Modeling Design.
* Developed strong preferences for Agile, Created a design document that details the system and Products, and updated cost of items of resources.
* Extensively used Agile Scrum methodology to reach our business team goal by gathering day-to-day requirements and building them using Force.com platform.
* Experienced in developing Lightning Components and Lightning Apps to provide more interactive interfaces to end-users.
* Working on building and embed Lightning Components in Visual force Page by using new Lightning Out feature by event-driven programming, where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Used Salesforce1 Simulator to test if Lightning Components work on the simulator.
* Experience in Aura framework, Lightning Components, Salesforce Lightning Design System (SLDS) and in using Aura Framework to develop Lightning pages.
* Developed App- Builder and Mobile app using lightning.
* Worked on Salesforce1 Mobile Application and was interacted with backend development.
* Design, develop, test, and deploy desktop, custom web and mobile applications.
* Manage Salesforce1 Mobile application using Salesforce Setup menu creating and managing custom objects, fields, formulas, analytic snapshots and report types.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Developed Analytics Cloud data using SAQL via Wave analytics to build own app to access and analyze Analytic cloud data.
* Implemented Wave analytics to track overall business, which increased 20% of entire sales.
* Wave analytics also helped the sales manager to take immediate action by creating a campaign and dive in deep the data for quick decision making.
* Used Sales Wave analytics app with Salesforce to perform other integrations and customizations.
* Created Wave mobile application, which can be up and running in days.
* Developed Apex classes on Force.com platform to customize application according to functional needs.
* Developed VisualForce Pages to customize the view and functionality of the Knowledge Articles.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Developed client-specific solutions on the Force.com platform using Apex, VisualForce, Process Builder and Visual Flows.
* Involved into Apttus Product Configuration and Pricing Configuration with some advanced functionality of Salesforce.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.
* Implemented and Consumed Knowledge Base Dashboards&Reports App Exchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Involved in the creation of Knowledge Content, Format and Delivery Methods.
* Managed and implements customization requests by Business Users, including creating workflow triggers, workflow alerts, and automated email response.
* Performs new release evaluations with Business Owner & manages new functionality rollouts.
* Identified and resolved problems, which may impact projects by monitoring progress and project status.

**Environment**: Salesforce.com unlimited edition, Salesforce Lightning, Sales Cloud, Service Cloud, Apex Language, Lightning Components, VisualForce (Pages, component and controllers), SugarCRM, AppExchange, Apttus, HTML, JavaScript, XML, Soap UI, Eclipse, Oracle 10g, Informatica Power Center, Informatica on demand, WSDL, Sandbox, Web services, Reports, Custom Objects, Custom Labels, Custom Metadata, Data Loader, workflow and approvals, reports, custom tabs, Email services,Security controls, Case management, Demand tools, SOSL, SOQL, CPQ, Excel, Validation rules.

**Arvest Bank, Fayetteville, AR FEB 2016 - SEP 2017**

**Sr Salesforce Developer/Administrator**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visualforce, Force.com, and Web Services.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Maintaining the Salesforce Applications and Veeva Instances for various operations.
* Worked with SOQL, SOSL queries with governor limitations to manipulate the data from Salesforce.com platform databases.
* Worked towards explaining the capabilities of Veeva IMS to the business in layman's terms while also being able to be "hands-on"
* Written Apex batch and Scheduled classes to process large volume of data on a periodic basis.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Used SOAP API for integrating Salesforce.com with external system to perform data migration.
* Worked on minor enhancements to SFDC application required by business users from time to time.
* Created Lightning components and server side controllers for business requirements
* Managing multiple client engagements (professional services projects) as an EM/PM for Apttus CPQ implementations, integration of Apttus CPQ/CLM and SFDC; Supporting team to enhance/implement and rollout in the US/Canada and other business regions.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Designed the Live Agent system and did the required configuration and customization to suit the client requirements
* Worked on Integration of Salesforce and Apttus contract management and Royalty.
* Worked on Echo-sign email templates using Apttus X-author for word & used Apttus migration manager tool for migrating the templates from one org to another org.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Implemented in Pricing Configuration and Product Configuration into Apttus CPQ using Salesforce Principles.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Interacted with various business users groups gather the requirements for Salesforce Implementation and documented the requirements.
* Created roles, profiles, access settings, workflow rules, validations, page layouts, creation and modification of fields.
* Experience in installing, evaluating AppExchange application on salesforce.com platform
* Used Data loader for data management in force.com platform

**Environment:** Saleforce.com platform, Lightning, **Veeva IMS** ,Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse, Soap API, Data Loader, Apttus CPQ/CLM Service Cloud, Sales Cloud, Developer Console, Force.com.

**Parallon HealthCare, Nashville, TN NOV 2014 – JAN 2016**

**Salesforce Developer**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on enhancements to SFDC application required by business users from time to time.
* Designed and developed Apex triggers, Apex classes, custom objects, custom layouts, workflows, approval processes, tasks, email alerts, and record types in Salesforce.com.
* Worked on Salesforce implementations from inception to delivery.
* Hands on experience on Roles, Profiles, Security and Sharing settings.
* Developed and tested SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
* Involved in Accounts & Opportunities and the Visualforce Controllers. Actively participated in the design and development of custom Visualforce search pages.
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of Salesforce and using other Platform based technologies like Visualforce, Force.com and Web Services.
* Designed Apex Classes, Controller Classes and Apex Test Classes for various functional needs in the application.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Worked in Salesforce.com Customization, Creation and maintenance of Record Types, Page Layouts, Objects, Tabs, and Fields.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Worked on Sales Cloud, Service Cloud and Apex Programming On Force.com Platform.
* Used Cast Iron integration tool for synchronizing master list of customers such as leads, accounts, opportunities and forecasts. It is used for data configuration.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates and operating procedures to optimize IT project development.
* Worked closely with UAT team and SIT team in clarifying and resolving any issues while implementing projects.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Siebel, Eclipse IDE, Custom Objects, Custom Tabs.

**XPO Logistics, Highpoint, NC SEP 2013 – OCT 2014**

**Salesforce Admin**

* Involved in Salesforce.com Application Setup activities and customized the Job science to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Designed and Implemented the Custom Business objects, Entity-Relationship data model, Page layouts, Custom tabs, Components to suit the needs of the application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates and Email generation according to application requirements.
* Developed Email handlers using Apex for generating PDFs from Leads received from several sources using Apex.
* Developed complex reports and dashboards using HTML, PDF, Apex, Visualforce page and mail merge.
* Developed custom pages using Apex, Visualforce and controllers for customized UI of application workflow.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps
* Involved in integrating the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Created Summary reports, Matrix reports, Charts and Dashboards to assist the business team.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, SOQL, SOSL, Visualforce, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, SOAP, Web Services, Reports, Eclipse.

**Connectica Software Technology Ltd, India JULY 2011 – AUG 2013**

**Java Developer**

* Involved in development of CRM modules
* Analyzing Functional and Business Requirements.
* Involved in functionality implementation in Help Desk module.
* Used AJAX for loading the fields dynamically in the Help Desk module.
* Developed various Java Bean classes, DAO classes and Java Bean helper classes.
* Implemented Java scripts for handling front-end validations.
* Developed GUI using JSPs and HTMLs.
* Created Views, Procedures and Triggers by using PL/SQL.
* Bug fixing and maintenance of the product.
* Unit Testing the Modules.

**Environment:** Java, Eclipse, HTML, PL/SQL, JavaScript