**ROHITH REDDY.K **

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**Professional Summary:**

Around **9** years of experience in **IT** industry including **5 years** of experience in **Salesforce.com** CRM Platform. Experience in Administration, Configuration, Implementation, and Support of **Salesforce** CRM based on Apex Language and leveraging Force.com Platform. **4 years** of experience in **developing web applications using Java/J2EE**.

* Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like **custom objects, creating the relationships/ junction objects like Master-Child, Lookups, and Entity relationship data model, Pages, Classes and Interfaces**.
* Experience in working on Eclipse IDE with Force.com plug-in, command line interface.
* Experienced in use of **Standard and Custom controllers** of **Visualforce** in development of custom Salesforce pages as required by business requirements.
* Used third party tools in Salesforce.com **AppExchange**.
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders**
* Hands on experience in development by implementing **Triggers, APEX classes, Wrapper classes, Controllers, Visual Force, Force.com IDE, Apex Test Classes, Batch Apex** for data processing and writing queries in **SOQL** and **SOSL**, customized queries to avoid governor limits.
* Worked on building and embed **Lightning Components in Visual force** **Page** by using new Lightning Out feature by **Event-Driven programming**.
* Experienced in **Data Migration** from other applications to Salesforce using **Apex Data Loader.**
* Expertise in **Service Cloud console** with exposure to **CTI** adapters and **mobile** application integrations.
* Proficient in **Data Migration** from Traditional Applications to Salesforce.com using **Data Loader** Utility**.**
* Participated in all stages of **Software Development Life Cycle (SDFC)** i.e., System Analysis, Design, Development and Testing. Expertise with Object Oriented Design (**OOD**), Analysis (**OOA**), based on Unified Modeling Language (**UML**) architecture.
* Created Apex methods for the **lightning controller** and helper methods to perform **DML operations** on the case records.
* Working Experience on **Creating** **homepages, Record page, App Page using lightning App Builder**.
* Used Salesforce Lightning Design System (SLDS) for **developing Lightning Components, quick Actions, Event and Server-Side Controller**.
* Worked on **Field Service Lightning**  to manage the domains, Service level Understandings.
* Created **lightning pages** from lightning app builder
* Hands on experience in using **design resource** and **SVG resource** in lightning
* Hands on experience in creating **Lightning custom tab**
* Worked on creating **lightning components** and **connecting parent** and **child lightning components**
* Proficient in dealing with the functionalities related to the **Service cloud** and **Sales Cloud.**
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Marketing cloud, Community Cloud, Custom Cloud, and Analytics Cloud**.
* Used the salesforce **marketing cloud** connector v5 to connect multiple salesforce Orgs.
* Experience with **APPTUS CPQ** for subscription, billing, invoicing and can take control of sales process from **Quote to Cash.**
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using **APPTUS CPQ** within the exclusively developed framework.
* Worked in all phases of Software Development Life Cycle (SDLC) of Salesforce.com implementations.
* Interacted with Customers in requirements gathering, brainstorming sessions, preparing, BRD, Technical Solution Design (TSD) for Salesforce.com implementations.
* Deliveringservice everywhere through **Field service lightning, omni Routing, Social Customer Service.**
* Solutions-oriented professional with proven success designing, implementing and integrating cost-effective, high-performance solutions to meet challenging business needs.
* Ability to adapt quickly to challenges and changing environment.
* Involved in the requirement gatheringbetween two business groups.
* Expertise in preparing **functional and technical** design documents.
* Ability to meet deadlines with strong analytical skills, good writing, verbal and communications skills.

**Education**

* Bachelor of Technology from Indian Institute of Technology, India.

**Certifications:**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Platform Developer – I (DEV 401)

**Technical Skills**

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| Salesforce Technologies | SalesForce.com, Force.com, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Component, s-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Work Flow and Approvals, Dashboard, Analytic Snapshots. |
| Salesforce Tools | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform |
| ETL Tools | Data Loader, Salesforce-to-Salesforce, Apex- Explorer, Informatica. |
| Languages | Apex, C/C++, Java, HTML, XML, CSS, AJAX. |
| Database | SQL Server 2008, Oracle, MySQL. |
| Web | HTML, XML, CSS, JSP, JavaScript, WSDL, SOAP. |
| Tools | MS Office, Adobe Photoshop, MS Excel, Silverlight, Eclipse IDE. |
| Web Servers | IBM WebSphere 4.x/5.x, Apache Web Server, Tomcat 6.x |

**Professional Experience**

**Client: Maryland Health Benefit Exchange, Baltimore, Maryland Jan’20 – Present**

**Role: Salesforce Lightning Developer**

**Client** The goal of the Maryland Health Benefit Exchange (MHBE) is to make health coverage affordable and more accessible for Marylanders. We are responsible for [Maryland Health Connection, the state’s health insurance marketplace](https://www.marylandhealthconnection.gov/) under the Patient Protection and Affordable Care Act of 2010 (ACA). MHBE works with Maryland Department of Health, Maryland Insurance Administration, Department of Human Services, and stakeholders statewide.

**Responsibilities:**

* Used Force.com Developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.**
* Customized application to extend Salesforce functionality and wrote **Apex Classes** to provide functionality to the **Visualforce pages**.
* Designed various webpages in Visualforce for customers to select a variety of services offered by the Org and integrate them with the team.
* Created **Visualforce Pages** to provide UI to the custom objects.
* Developed and maintained SFDC analytical **reports and dashboards** for management review and planning for accurate forecasting purposes.
* Administrator for different salesforce.com CRM application for **sales cloud and service cloud**.
* Wrote custom controllers implementing complex code for retrieval from **Sales Force to Visualforce pages.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Created **Page Layouts, Record Types, Profiles, Permission sets, security and sharing, Cases, Report Types, Reports and Dashboards, master-detail and lookup relationships.**
* Performed Apttus CPQ related configuration for **product setup, approval matrices, approval rules, process builders and flows.**
* Knowledge of **Apttus development.**
* Strong understanding of **Salesforce standard objects and Apttus CPQ application.**
* Configure in Salesforce.com CRM to facilitate **Apttus implementation.**
* Experience  in **Apttus CPQ, LDAP and Integration with Share point**.
* Familiar with **Apttus admin settings, Apttus custom settings and DocuSign settings**.
* Experience in **CPQ Merge Service, Configuration and Pricing APIs** (Apttus customization).
* Experience in  configure price quote (CPQ) app such as **Apttus.**
* Involved in end to end testing and configuration enhancements for the **CPQ and CLM functionalities.**
* Testing the **CPQ integration with ERP.**
* Customized the **Configuration Process and Document Engine** for Big Machines application.
* Responsible for user management in **Big Machines**.
* Used Salesforce Automation Process, created workflow rules and defined **related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.**
* Worked extensive on Salesforce App Exchange installing the third party packages and Salesforce.com packages.
* Worked on different **App Exchange packages** related on Accounting Management, Skuid and Action Grid.
* Migrated and Upgraded the **App Exchange packages to Lightning Interface**.
* Assigned **App Exchange packages to specific profiles while installing into production and sandboxes.**
* Worked on the backend code to increase the limitations of the batch size.
* Designed and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application.
* Worked as **enhancement developer and team member**, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Worked closely with Java development team in **Agile Environment** to build and support current dashboards and portals.
* **Monitoring and addressing system** related defects by the business.
* Responsible for Data load operations using **Force.com Apex Data Loader**.
* Designed and deployed **Custom objects, Entity-Relationship data model, Cross Object Formulas, roll up Summary, validation rules, Page layouts, Custom tabs, Components**, to suit application needs.
* Responsible for **setting** **up web service integrations, Worked with Web Services (REST API's).**
* Implemented Salesforce.com web services client using Salesforce web services **API, Java, XML and partner WSDL.**
* Developed dynamic filter passing logic to reports thereby eliminating the need for **multiple reports and Visual Force pages for exporting data.**
* Involved from complete **components deployment to Production.**
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make **Lightning Application mobile**.
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the **Lightning component** look and feel better.
* Worked on **Lightning Process builder flows**, Connect API, Chatter and quick Action.
* Good Experience on **Salesforce Lightning.** Experience in integration with ERP (Sales Cloud, Service Cloud).

**Environment:** Saleforce.com platform, Apex, Apttus CPQ, Agile Methodology, App Exchange Visualforce, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Lightning, Visualforce Controllers, Visualforce pages, Sandbox data loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, Pardot, WSDL & RESTful Web Services.

**Client: TIAA**  **Nov’18 – Dec’19**

**Role: Salesforce Developer**

**Client** The Teachers Insurance and Annuity Association is a Fortune 100 financial services organization that is the leading retirement provider for people who work in the academic, research, medical and cultural fields.

**Responsibilities:**

* Developed several **Apex Classes, Triggers, and Visual Force pages,** **Components**.
* Interacted with different business teams and developing teams to acquire the requirements and documentation of business and technology requirements
* Designed, developed and deployed the **Custom Apps, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes** to suit to the needs of the application.
* Worked in **Agile methodology, attended daily scrum meetings, weekly grooming meetings and sprint review meetings.**
* Implemented **Salesforce Lightning Components** for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created Lightning components and apps combining **Lightning Design system, Lightning App Builder and Lightning Component features.**
* Used **refined global** search in Lightning by developing Apex classes and Controllers.
* Used field level security along with page layouts in Lightning to manage access to certain fields
* I was Involved in developing Salesforce Lightning applications using **Lightning Components, Controllers and Events and used custom CSS in the components**
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Manage **page layouts, fields, and system interface/capabilities, Lightning Component**
* Good knowledge on Set up field service features according to client unique business needs and knowledge on the **Field Service Lightning mobile app** how it works and aids on - site job management to a mobile workforce.
* 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**.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device
* Used **change-sets** to deploy the code into different environment (Testing, UAT and production).
* Used **Data Loader for insert, update, bulk import or export of data** from Salesforce .com sObjects used it to read, extract, and load data from comma separated values (**CSV**) files.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records. Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device
* Worked on **Test classes of various triggers and apex classes** in the application to maintain minimum of75% code coverage
* Extensively Worked with **SFDC Visual Force Pages, Triggers, Validation rules, sharing rules, Assignment rules, Web services, Tabs, Custom Objects, Reports and Dashboards**
* Written **SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers** to retrieve optimized data from sObjects.
* Ability to write complex **SOQL, SOSL queries across multiple objects within the SFDC database**.
* Developed various **Batch Apex classes** and scheduled those using**Apex Schedulable classes** on hourly basis.
* Implemented **Salesforce web services like** **SOAP and REST API, Java, XML.**
* Integrated Salesforce data with external systems by writing **Salesforce REST Web Services** forInbound classes and used **Http Request methods** to call external application **REST API endpoint**.
* Used HTTP Callout using JSON to fetch records/data from other system and display them on the fly in the Visualforce Page each time the page opens
* Working knowledge of Project Management tools – **Azure Devops, Jira.**

**Environment**: Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, REST/SOAP API, Field Service Lightning Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.

**Client: Multiplan INC, New York, NY Oct’17 – Oct’18**

**Role: Salesforce Developer/ Administrator**

**Client** MultiPlan’s team of experts helps healthcare payors manage the cost of care, improve their competitiveness, and inspire positive change. By leveraging sophisticated technology, data analytics and a team rich with industry experience, we interpret clients’ needs and tailor innovative solutions that combine our payment integrity, healthcare networks and data analytics services.

**Responsibilities:**

* Involved in Salesforce.com Application **setup** **activities** and **customized the** **applications** to match the functional needs of the organization.
* Interacted with various business team members to gather and document the requirements.
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using **Eclipse**.
* Closely worked with SalesForce.com teammates while implementing the solutions for the requirements.
* Developed several **Triggers, Apex classes** and **Visual force pages** as part of the Application Development.
* Worked on various Salesforce.com Standard Objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports** and **Opportunities**.
* Designed, implemented and deployed the **Custom objects**, **Page layouts**, **Custom** **tabs**, **Components** to suit to the needs of the application.
* Created **various profiles** and configured the **permissions** based on the organizational hierarchy requirements.
* Customized **tabs** for different business users groups and business centers.
* Created the **workflows** for Automated Lead Routing, Lead Escalation, Alerts and Custom Coaching Plans.
* Experienced in the use of Data Loader and scheduling timely data backup operations using Apex Scheduler.
* Involved in handling bulk data migration for the objects like Users, Accounts, Leads, Contacts, Campaigns, Campaign Members, Quotes
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Used **Salesforce Chatter** to provide real time notifications of changes in Accounts, Leads and Opportunities to help sales and service teams to be more efficient.
* Performed the role of **Support Engineer** for the internal users and helped them in getting used to the Application, generated reports and saved them for further access to the users.
* Integrated Salesforce CRM and the Legacy System (Siebel) using **Cast Iron** Integration Systems.
* Used the S**andbox** for testing and migrated the code to the Production instance after testing using **Change** **sets** and **Eclipse**.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Experience working with Salesforce.com Premier Support and handled the support cases with the help of Salesforce.com support.
* Provided **training** to the internal business users to use the application and develop their own custom Reports.

**Environment:** Saleforce.com Platform, Apex, Visual Force , Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox Data Loading, Data Loader, SF Explorer, Sales Cloud, Service Cloud and Eclipse IDE Plug-in, Windows 2007.

**Client: Tech Mind Solutions, India May’16 – Sept’17**

**Role: Salesforce Developer**

**Client** Our capabilities range from Product planning to PCB Designing to High–End Integrated Embedded Solution and much more… We firmly believe that customers are the reasons for our existence and greatly respect the trust that they place in us. Our Range of products include M2M Solutions ranging from Fleet Management systems to Cargo Tracking, Data Acquisition to Remote Pneumatic and Hydraulic Valve Controls, Calibration and Monitoring Devices

**Responsibilities:**

* **Gathered** **requirements** from various business teams and converted them into detailed technical specifications.
* Interacted with various business user groups to increase the **user adoption** for helping them use the software.
* Developed **Custom** **Objects**, Custom **Reports** and configured **Analytical Snapshots** to dump the data into, on a regular basis for business performance.
* Added Custom fields and Validations to new and existing objects and added custom functionality using **Custom Controllers** and **Custom Extensions**.
* Experience in writing **triggers** and its **test methods** using **SOQL** to make complex validations possible.
* Experience creating **Visual Force** Pages and **Apex Classes**.
* Designed and deployed **Custom tabs**, **Validation Rules, Approval Processes** and **Auto-Response Rules** for automating business logic.
* Added **Users, Roles, Public groups** and implemented additional **Role** **hierarchies, Sharing rules** and record level permissions to manage sharing access among different users.
* Experience working with standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards** and **Reports.**
* Added new **Custom Objects**, **Assigned Fields**, designed **Page Layouts**, **Custom tabs**, **Components**, **Custom Reports.**
* Managed business as usual tasks like **deactivating/resetting passwords/user creation**, modifying list views and created **ad hoc reports.**
* Designed various **Email templates.**
* Created and deployed several **reports** for different user profiles based on the need in the organization.
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Extensively involved in Unit Testing using Test Methods using Force.Com utilities.
* **Integrated** Microsoft Outlook with Salesforce CRM which syncs email, calendar, tasks and reminders.
* Installed Salesforce **App Exchange** Apps, configured and maintained user security permissions in compliance with organizational needs.
* Participated in the training sessions provided by the Salesforce team and supported end users.
* Provided user support and bug fixing activities and was also involved in the support of Post-Production phase.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Reports, Workflow & Approvals, Sandbox, Eclipse IDE, windows XP.

**Client: Tetra soft, Hyderabad, INDIA. May’12 – April’16**

**Role: JAVA Developer**

**Client** Tetra soft is a Global Digital Services company, focused on delivering innovation and digital services to leading companies. It helps clients solve the most challenging industry-specific problems and offer tangible benefits through leading-edge technologies and strategies. With a global footprint and varied group of innovators, Tetra soft makes its clients stay in front using the best in class agile and lean methodologies. It specializes in innovating commercial products and platforms using disruptive technology across Data Engineering, Customer Experience, Quality Engineering, Intelligent process Automation, Cloud Platforms, Mobile Applications and Security service lines. Tetrasoft is already generating real value and new growth in Healthcare, Property and Casualty Insurance and Manufacturing industries.

**Responsibilities:**

* Involved in requirements gathering, analysis, design and testing of the complete system.
* Implemented the presentation layer using JSP, HTML and CSS.
* Configured Tomcat Apache for deployment.
* Responsible for understanding the requirements and existing functionality of the system by communicating with business analyst.
* Responsible for understanding the business process by communicating with business users.
* Involved in developing the functionality as per use case documents for various modules of the application
* Responsible for writing ANT Scripts for building the entire web application.
* Performed unit testing using JUnit.
* Experience in working with Qlikview and Data warehouse
* Developed EJB components encapsulating business logic.
* Involved in Configuring web.xml and struts-config.xml according to the struts framework
* Used SVN as source control.
* Developed and deployed applications using Web Logic 7.x with JBuilder as IDE tool.
* Used JDBC to connect and perform operations on database
* Responsible for fixing the production issues and supported the application after pushing to the production
* Designed and created various tables required for the project in MySQL database.
* Used Log4j to capture the log that includes runtime exceptions and debug information.
* Developed the application using Eclipse.

**Environment:** Java, DOM, SAX, XML, JUnit, Star Team, SQL Server, Oracle, HTML, Java Script.