**Murali Krishna**

[**muralikrishnasfdc5@gmail.com**](mailto:muralikrishnasfdc5@gmail.com)

**1(615)802-0566**

**SALESFORCE (SFDC) ADMINISTRATOR/ DEVELOPER**

*(Salesforce Certified Administrator (ADM- 201) | Salesforce Certified Platform Developer - I)*

**Experienced** in all Software Development Life Cycle (SDLC) phases from requirement gathering to analysis, design, development, implementation andenhancement of projects in **Salesforce.com CRMand JAVA**.

**8years**’ experience in**implementation anddesign** of**Salesforce.com CRM and Force.com platform** with proficiency in using **Java and Scripting languages**as Salesforce Administrator and Developer.Facilitate communication between Business Owners and Development team to produce effective project outcome. Strong interpersonal communication, time management, process optimizationsandproblem-solving skills with detail orientation in the technology arena.

**Technical Exposure and Expertise**

* **SFDC development** using Visual Force Pages, VF Components, Apex Classes, and Custom Controllers, Controller extensions, tests, test cases, SOQL, SOSL, MVC architecture andForce.com IDE from scratch
* **Salesforce.com Applications Build and Design**using the best practices
* Good exposure on **Salesforce Lightning Design System**
* Expertise in building **Lightning components** for Record pages and Quick actions
* Used **Lightning Component Framework**, Dashboards and Reports in Lightning Experience
* **Salesforce Development Life Cycle implementation**covering Sales Cloud, Service Cloud, Call Center, Chatter andApp-exchange applications
* **Salesforce CRM UI customization** using Apex, Custom Controllers, Visual force, CSS, JavaScript libraries
* **CRM Business processes** like Forecasting, Campaign management, Lead Management(Web-to-Lead), Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case)
* **Salesforce Integration** with Oracle, SAP ERP using Apex web services WSDLandoutbound messaging
* **Salesforce.comimplementation and customization**using Apex (Classes, Controllers, Triggers), Apex Scheduler, Batch Apex, Apex Web Service, Visualforce Pages, Custom Tabs andObjects, Analytic Snapshots, Dashboards
* Writing **Apex batches, Schedule classes** by implementing interfaces to process large data sets
* **Customization of Salesforce.com** Accounts, Leads, Opportunities, Cases, Campaign, Solutions, Standard Objects andCustom Objects; Data Validation, Sales, Marketing, Customer Service and Support Administration
* **Implement Security and Sharing rules, Configuring Permission sets, Field level security, Object level security, Profiles, Triggers, Resource monitoring** usingCustom objects, Triggers, Workflow rules, Approval process for Automated alerts, field updates, SOQL, SOSL, Visual force pages and Apex classes
* Experienced in **JIRA** in bug tracking, issue workflow, Labelling, linking issues and in creating projects and story points.
* **Eclipse IDE** with Force.com plug-in for writing business logic in **Apex programming language**
* **WSDL, SOAP API, REST API, Call Outs, Batch andSchedule Apex programs**
* **Implement data security/visibility rules** using Sharing rules, configuring OWD (Organization wide default), create criteria-based andowner-based sharing rules across objects and sharing data to different set of roles
* **Salesforce.comgovernor limits** understanding with ability to optimize code to respect the limits
* **Agile Methodologies, Scrum Software Development processes**.
* **Documentation**as per the standards with respective **SOP (Procedures)**
* Worked on **Heroku** connect to build apps. Used **Heroku** processes for deploying

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| Salesforce Technologies | Custom Objects, Roles and Profiles, Workflows, Assignments, Approvals, Triggers, Record Type, Dashboard, Security, Field updates, reports, Visual Force Pages, Apex Classes, Apex Trigger, Visual force Page, Salesforce Lightning (Components, Apps, Events), Knowledge, Webservices, REST Integrations, Heroku Connect |
| Force.com Tools | Force.com Eclipse IDE, Force.com Apex Explorer, Single Sign-On (SSO), SOQL, SOSL, Service Cloud, Marketing cloud, Sales Cloud, Salesforce APIs, Salesforce CPQ |
| Data Tools | Apex Data Loader, Excel connector, Import wizard, SFDC Data export, DBAmp |
| Languages | Apex, VisualForce, Java, SQL, Salesforce LDS |
| Web Technologies | HTML, CSS, XML, JavaScript |
| Other Tools | S-Docs, DocuSign, Identity Connect, Event Monitoring Analytics |

**EDUCATION**

**Bachelor’s in Computer Science and Engineering in 2012 from JNTU,Kakinada, India**

**PROFESSIONAL CERTIFICATIONS**

* **SALESFORCE.COM CERTIFIED ADMINISTRATOR (ADM 201)**
* **SALESFORCE.COM CERTIFIED PLATFORM DEVELOPER I**

**WORK EXPERIENCE**

***Role: Sr. Salesforce Developer/Admin*** **Change Healthcare***,Nashville, TN***(Feb 2018 – Present)**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Collaborated and directed with BA, architects and other business stakeholders to ensure optimal delivery and utilization of Salesforce platforms.
* Experience in developing validation rules, workflows and approval processes for new tasks, field
* updates, and email generation according to application requirements.
* Developed **Apex classes, Apex triggers, Rest Services and Controller classes** for functional needs in application.
* Ability to build apps on **Heroku** and experience using **Heroku** connect.
* Developed dynamic Salesforce.com **Visualforce pages** using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Created and Customized Workflows and Triggers.
* Involved in integrating Salesforce with external master data using **SOAP and REST API**; integrated web services by generating **WSDL files** to extract data from external systems to display in salesforce.com
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Designed and deployed **custom tabs and objects, page layouts, components, visual force pages, validation rules, approval processes and auto-response** rules; added fields and functionality using **custom controllers and extensions**
* Provide all data validation through SOQL queries to perform Back-end testing.
* Followed Agile Scrum methodology that included iterative application development, weekly Sprints and stand up meetings.
* Perform Functional Testing, Regression Testing, System Integration testing, and End to End Testing.
* Defect tracking, delivery of defect trend report and reviewing test templates cases.
* Business logic Implementation as per the product requirements.

**Environment**: Saleforce.com platform, Salesforce Lightning, Apex Language, Visual Force Pages, Data Loader, Sales Cloud, Workflow and Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Force.com IDE, JIRA,Heroku

***Role: Sr. Salesforce Developer*** **Caterpillar Inc***,Peoria, IL***(Jan 2017 – Feb 2018)**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse**.
* 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 API, and Web Services.**
* Developed **apex classes, extension controller** classes to searching adding records into other objects using DML methods.
* Worked on Salesforce **Lightning Process builder** to easily automate business processes. Developed **re-usable UI components** with the Lightning Component Framework. Migrating from **Salesforce Classic to Lightning** and created Lightning components.
* Designed and developed **Test utility framework** and used annotations **@isTest, @testSetup** and ensured to meet 75% of code coverage.
* Implemented **Web-to-Lead and custom Lead conversion** using custom **Visualforce and Apex** Extension controller class. Used Relationship, Aggregate queries using **SOQL, SOSL** to query and search records from salesforce platform database.
* Developed custom Apex extension controllers (Dispatchers) and visualforce pages to dispatch to **visualforce page and standard page layouts based on record type**. Developed **custom Visualforce components** and implemented components at different Visualforce pages.
* Extensively used**Eclipse IDE, Developer Console and Workbench** for developing Apex Classes, Triggers and customizing other meta-data components.
* Implemented **Salesforce CPQ** within Sales Cloud to automate Quote generation process and worked on complex quote rules, price matrix, discount matrix, billing, revenue and quote renewals.
* Worked in developing and consuming **SOAP and REST services** in service-oriented architecture.
* Deployed the applications to various SFDC environments using **Change Sets, deployment connections and Packages.**
* Specially worked on **Case Management** with Workflow and Approval Process, **User Entitlements and Role hierarchy** for Salesforce.com Applications. Implemented **Field Level Security** for sensitive data holder fields.
* Created **reports and Dashboards** to assist the business team.
* Worked on supporting tickets in the following area: **Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data**.

**Environment**: Saleforce.com platform, Salesforce Lightning, Apex Language, Visual Force Pages, Data Loader, Sales Cloud, Workflow and Approvals, Salesforce CPQ, Reports, Custom Objects, Custom Tabs, Security Controls, Force.com IDE, JIRA.

***Role: Salesforce Developer*** **GMFINANCIAL (*Financial services*),** *Arlington, TX***(Nov 2014 – Dec 2016)**

**Responsibilities:**

* Collaborated with sales team andbusiness analysts to analyze business, technical needs anddesign solutions by customizing standard objects of SalesForce.com (SFDC); developed project templates as per SDLC methodology
* Assisted stakeholders during UAT and QA team in thorough regression testing andanalysis of the applications
* Worked on **Chatter and Email integration** features for Sales Cloud and Marketing Cloud; designed, developed, planned, testedand integrated**Salesforce Cloud Services;** configured **Chatter** usage to generate dashboard reports
* Developed**Apex program and Apex triggers** for various functional needs and worked with dynamic Apex to access objects and fields to describe information, execute **SOQL, SOSL and DML** queries from scratch
* Supported the **data migration and data export** activities through various business centers using **Apex Data Loader, Apex Data Export, Force.com Excel Connector** and **Import Wizard**.
* Designedandcreated **visual force**web pages for functional needs in Salesforce to override functionality of buttons
* Integrated**web services** by making**WSDL** files to extract data from external systems to display in salesforce.com
* Established **SOAP API**with the aid of a two-way communication between Salesforce and other applications. Code deployment was done using the **Eclipse IDE, Deployment Change Set**and**Snapshot**
* Designedand deployed**custom tabs and objects, page layouts, components, visual force pages, validation rules, approval processes and auto-response**rules; added fields andfunctionality using **custom controllers andextensions**
* Created **workflow rules and defined related tasks, email alerts** and **field updates**
* **Implemented pick lists, dependent pick lists, lookups, master detail relationships**and**record types** to enforce data quality setup **marketing campaigns and assignment rules.**
* Customized**dashboards, workflows, alerts**and**custom validations** using **OOTB (Out-Of-Box)** feature
* Used**Sandbox** for testing and migrated the code to the deployment instance after testing
* Created**summary reports, matrix reportsanddashboards**and setup report folders to authenticate users based on profiles permissions; created objects screen that compares **databases**and**schema** changes
* Performed**periodic data cleaning**and administered custom objects, workflowand campaign management
* Involved in project documentation review cycles and followed-up for reviews to see them through to completion

**Environment**: Saleforce.com Platform, Salesforce APIs, Reports, Dashboards, Email, Triggers, Chatter, Sharing Rules, Validation Rules, SOQL, SOSL, OOTB, Documentation, Data Loader, App Exchange, WSDL, Reports, AppExchange, Data Tools

***Role: Salesforce Admin/Developer Infosytech Solutions*,**  *Hyderabad, INDIA* **(Nov 2012 –Jun 2014)**

**Responsibilities:**

* Analyzing System and Environmental requirements from Brocade Business analyst.
* Applying various thought processes and salesforce concepts to find out best approach in terms of performance, time and durability.
* Defining the agreed upon and light weigh solution approach feasible on Salesforce.com.
* Creating and managing the Project Documentation such as Functional Design Document, Technical design document, Deployment documents and Unit test cases as part of the Project/RFE process.
* Providing support for User acceptance test and production implementation.
* Ensure application related production problems and incidents are resolved within agreed SLA (Software level agreement) levels.
* Developing high-level test design and planning documentation.
* Design, code, test, and execute test case scenarios
* Analysis of test results leading to defect isolation and resolution.
* Involved in the user acceptance testing (UAT)
* Code commit in versioning system.
* Providing KT (Knowledge Transfer) session of implementation to support team.
* Making pre-cut-over plan, post-cut-over plan and deployment tracker for deployment.
* Deploying from sandbox to production.
* Arranging Show and tell of the functionality for the business user.

**Environment:** SFDC, SQL, Agile, Selenium IDE, Apex Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, Triggers, SQL, Java Script.