

# Nihal Reddy Nimmala (Certified Salesforce Developer)

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**Experience Summary:**

* **Certified Salesforce Developer** with **4.5 years** experience in the areas of **Salesforce.com** and **CRM implementation**. This involves **configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component development.**
* Experience with **Implementation, Design, Salesforce Configuration, Salesforce Customization, Security Access, Workflow Approvals**, and **Data Validation**, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration in **Salesforce.com CRM** and **Force.com Platform.**
* Expertise in standard **Salesforce configuration** that include workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, etc.
* Hands on experience with Sales force Lightning Builder, Sales force lightning components.
* Strong **Agile Methodology, Scrum Framework** Experience.
* Experience with Salesforce **Sales Cloud / Service Cloud, Force.com. Administration/Configuration, Apex, Force.com APIs, data loads.**
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of **Visual Force Pages**, and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various **salesforce.com** standard objects like **Accounts**, **Contacts**, **Opportunities**, **Products** and **Price books**, **Cases**, **Leads**, **Campaigns**, **Forecasting**, **Reports** and **Dashboards**.
* Experience in **Market configuration and customization**
* Experienced in web technologies like **HTML**, **XML**, **CSS**, **AngularJS**, **JavaScript**, and **SOAP API**
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficiency in writing Apex Classes, Apex-triggers, Controllers, Visual force pages, Force.com IDE, SOQL and SOSL.
* Experience in Eclipse IDE with Force.com Plug-in for writing **business logic** in **Apex** programming language.
* Involved in the planning of Salesforce.com and the projects that are associated with the CRM and the sales related Activities.
* Experience in Generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.com.
* In depth knowledge in CRM features and modules like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management (Email-to-Case and Web-

to-Case).

* Experience on **Apex callouts** and **web services integration**.
* A skilled **problem solver** and an efficient **team player**. Can effectively work in both independent and collaborative work environments.

**Certifications :**

* Salesforce Certified Platform Developer1 (Credential ID: **2653415**)

**Technical Skills:**

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| **CRM**  **Applications** | Salesforce.com: Sales Cloud, Service Cloud, Force.com: Lightning, Custom Cloud Salesforce.com: Reporting and Analytics of Sales, Service and Custom Cloud  Salesforce.com AppExchange: Application for code backup and sub versioning within Salesforce |
| **Business Processes** | Service Requests and Activities, Opportunities, Quotes and Proposals and Order Management Campaign Management, Case Management, Contract Management and Pricing  Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements |
| **Configuration Skills** | SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts, task creation Reports, Dashboards, Formula Fields and Cross Object Formula Fields Configuration Skills, Flows, Overall User Management. Overall User Management, Security and  Sharing Model Translation Workbench |
| **Operating**  **Systems** | Windows 7/8/VISTA/ Window Server 2008/Windows Server 2012, UNIX, Linux |
| **Languages**  **Known** | Java, J2ee, C, C++, Python, VB .NET, ASP .NET, Unix Shell scripting, JavaScript, AngularJS |
| **Methodology** | Agile |
| **Databases** | Force.com DB MySQL, Oracle 8i/9i/10g/11g, Microsoft SQL Server 2000/2005/ 2008, DB2, Java DB, basic Distributed Database technology-Hadoop |
| **Known Tools** | AJAX, Webservices SOAP, REST, S3,EC2,CVS, SVN, Portals, Toad, Ant, Wiki, Cobertura, JSON,XML,Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production)QTP,  Selenium, Win runner, QC, Bugzilla, Load runner and Sand box testing, Microsoft Business Intelligence (BI), SQL Server Reporting Services (SSRS),GIT |
| **Packages** | SAP R/3, ECC, MS-Office, Project, SharePoint, VISIO, Excel, Access, Infopath |

**Experience Summary:**

**Graduate School (SIUC) – Carbondale, IL Jan 2021- Present**

**Role: Salesforce Admin/Developer**

* Developed Salesforce.com custom application using **Apex, Visualforce** and **AppExchange.**
* Used the **sandbox** for testing and migrated the code to the deployment instance thereafter.
* Created **users**, **roles**, **public groups** and implemented **role hierarchies**, **sharing rules** and **record level permissions** to provide shared access among different users.
* Experienced working with **SOQL & SOSL** to retrieve student’s data to assess if they are eligible for scholarships.
* Created **workflow rules** and **defined related tasks, email alerts, field updates** and **screen** **flows.**
* Developed **Salesforce Lightning applications** using Lightning Components, controllers, and events and used custom CSS in the components.
* Triggered **interface** **events** by user interactions which includes **lightning** component framework and involved in building lightning components using the **aura** framework.
* Implemented and used **Salesforce.com web services** to transfer data from **SAP** to **Salesforce** using **SAP API integration**.
* Experience on **Integration**, integrated Salesforce with different external system, performed both inbound and outbound integration using **SOAP** as well as **REST API.**
* Created various **Reports** 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 needs of the organization.
* Worked on **Sales** and **Service** cloud implementation and automated case assignment rules.
* Created **custom Dashboards** for manager’s home page and gave accessibility to dashboards for authorized people.
* Experience working with **Salesforce** mobile integration resolving cases on the go and deployed applications from **Sandbox** to production.
* Exposure to J2EE environment for User Interface Configured Marketing **Campaign Management** and Hierarchies**, Campaign** Influence, Lead Conversions Lead Queries, Assignment rules, as well as **Case Management Process.**
* Used **Data Loader** for **insert**, **update**, and **bulk import** or **export** of data from (SFDC) **Salesforce.com** subjects. Used it to **read**, **extract** and **load data** from comma separated values (CSV) files.

# Accenture – Hyderabad, India Jan 2020 – Dec 2020 Role: Salesforce Lightning Developer

**Responsibilities:**

* Salesforce **implementation** using Account/ contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Involved in various stages of Software Development Life Cycle **(SDLC)** in **Agile methodology.** Strong implementation and rollout experience with salesforce **Sales cloud, Service cloud** and Communities.
* Used Data Loader for insert, update, and bulk import or export of data from (SFDC) Salesforce.com

objects.

# Migrated data from Salesforce to SQL Database using Data Loader Command Line.

# Designed, developed, and deployed Apex Classes, Controller Extension Classes to support Visualforce Pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.

# Participated in JAD sessions involving Business Users and Sponsor groups to analyze and understand the business requirements by AGILE methodology.

* Developed pilot functionalities of related lists into **lightning components** for classic Salesforce.
* Enhanced in communities by adding new fields, fields sets using Salesforce Lightning.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Development of **Triggers** and **APEX Classes** on **Account** and **Opportunity** objects
* Created Custom buttons, Record types, page layouts, Profiles, Custom Setting and Assignment rules.
* Used **Import wizard** to import Lead, Account and Contacts.
* Used **Eclipse with Force.com plug**-in for sandbox backup, components validation and deployment to support development, QA, UAT and Production rollouts.
* Build LWC to be used in **communities**, created Apex controllers and triggers based on business requirements.
* Configured **Service** **cloud** to handle case management, Email-to-case routing.
* Worked on **Sales** **Cloud** on CPQ integration tool to configure the price.
* Good with Configure Price Quote (APPTTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Implemented **case** **management** automation (on Case Object) to track and solve customer's issues.
* Worked with Salesforce premier support to resolve technical challenges & governor limits.
* Conducted **GAP Analysis** and enhanced business process by integration.
* Used **GitHub** for version control and source tree for branch management and check ins.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields** to the custom objects.

# Magnaquest Solutions - Hyderabad, India May 2018– Jan 2020

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Engaged Experience in data migration and integration using **Data Loader**.
* Created user accounts and managed the profiles.
* Worked on role hierarchy & sharing rules to configure visibility
* Prepared training material and trained salesforce.com business users
* Knowledge in working with various salesforce.com standard objects like **Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports** and **Dashboards.**
* Configured **Apex classes, Triggers, VisualForce Pages** and **scheduled batch classes**.
* Configured **Workflow** **rules** to increase the visibility in Sales Pipeline.
* Using **change** **sets** to deploy developments from Sandboxes to Production.
* Played a key role while presenting the functionality to the client during demos.
* Involved in UAT set-up and end-to-end testing of UAT before deploying to the business.
* Analyze and understand the complex requirements in detail and define acceptance criteria, helping the testing team in defining the test case scenarios.
* Used **Apex Data Loader** to migrate data such as accounts, campaigns, and cases.
* Created custom buttons on the page layout and wrote S-control to implement the logic.
* Have performed **page layout customization**, page layout assignment based on profiles and created custom links based on user requirement.
* Used Force.com **Eclipse IDE** plug in to develop the classes and triggers.
* Migrated data from MS Excel / CSV files to SFDC using Data Loader.
* Created summary reports, matrix reports, pie charts and Dashboards to provide more accurate forecasting.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Email-to-Case, Web-to-Caseentry and manual case entry for entering customer’s cases in Cases Tab.
* Wrote several queries on custom and standard objects using **SOSL** & **SOQL**.

**Education**

* Bachelors in Computer Science (2020) from CBIT with 7.45 GPA.
* Masters in Computer Science (2022) from Southern Illinois University Carbondale with 3.9 GPA.