**Srikanth Penugonda**  

**SFDC – Techno Functional Consultant**

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**Summary:**

* ***More than 10 years of professional experience on Salesforce platform****.*
* *Salesforce Developer/Architect/Admin with experience designing, developing and supporting applications to improve productivity of Sales and Customer Service operations.*
* *Salesforce.com* ***Certified App Builder****, Salesforce.com* ***Certified Administrator***
* *Build and design solutions as architect and lead teams.*
* ***Attended various Joint Application Development*** *sessions with clients to map out their existing Business Processes and providing system-based solutions.*
* *Worked on* ***Sales Cloud and Service Cloud Implementations*** *and have experience customizing these applications.*
* *Experienced in customizing the User Interface of Salesforce CRM using* ***Visual Force pages, Controller Extension, Custom Controllers, CSS and JavaScript****.*
* *Experienced working with Apex Programming Language,* ***Apex Triggers, Apex Scheduler, Batch Apex, Apex Classes & Apex Web Service, Partner WSDL & Enterprise WSDL****.*
* *Experienced working with Force.com Query Language using* ***SOQL, SOSL and DML using database methods and handling transactions****.*
* *Experienced* ***integrating with various App Exchange applications and third-party tools using both REST and SOAP webservices****, was responsible for setting up webservices with Cimplicity from Arialab, Five9 and Bridgepoint (Evaluapp) and other in-house applications.*
* *Worked on Salesforce* ***lightning implementation and built lightning applications by combining Lightning Design System, Lightning App Builder and Lightning Component features****.*
* *Experience on Customizing, implementing and building using* ***Salesforce CPQ.***
* *Customized Data model of Salesforce.com CRM using* ***Workflows, Triggers, Validation Rules, Approval Processes, Flows and Processes using process builder****.*
* *Implemented* ***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****.*
* *Experience in* ***data migration and integration using various tools like (Informatica on demand, Data Loader, and Workbench****).*
* *Experienced in writing technical program requirements documents.*
* *Experienced in* ***overriding the standard salesforce buttons using visual force pages and on click JavaScript****.*
* *Developed* ***custom reports and dashboards****.*
* ***Provided designing alternatives and best practices by contributing in design sessions****.*
* *Worked on* ***Preparation and execution of Test Plan and Test Cases, Managed User Acceptance testing sessions****.*
* *Extensive experience with various Salesforce deployment methodologies including* ***Change sets, Force.com Plug-in environment, and Eclipse****.*
* *Experience* ***writing test classes****.*

**Education:**

* **(MS) Master’s of Science in Computer Engineering (Dec 2010)**

University of North Texas.

* **Bachelor of Technology in Computer Science (Mar 2008)**

Acharya Nagarjuna University, India

**Professional Experience:**

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| **Employer Name: Genisis Technology Solutions Inc Dec 2017 – Till Date****Client: Stericycle Inc.** **Location: Northbrook, Illinois** **Role: Sr. Salesforce Developer/Analyst****Project: Contract Data Automation and Revenue Recommendations** |

Responsibilities:

* Performed integrations between SFDC-.NET Based inhouse system using SOAP and REST API's.
* Designed and developed Apex Triggers, Classes, Controllers, Controller extensions for various functional needs in the organization.
* Manage and guide teams with as Lead/Architect.
* Worked on solving Configuration, Pricing and Quoting (CPQ) use cases for different projects.
* Worked on migrating Salesforce classic to Lightning building components and designing the migration.
* Minimized code in Controllers by adding reusable functions in Helper classes, created static classes for constants which used custom labels and used Custom Settings for making the code more dynamic.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Created triggers on the Process Instance and Work Items to get the next approver to speed up the approval process and sending alerts to the next approver.
* Developed various Apex Batch classes and schedulers to meet the functional requirements of the organization.
* Developed various Custom reports and dashboards with different components.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions to automate the processes.
* Built various flows and processes to make customizations using configuration changes instead of code.
* Migrated and Deployed code using Change sets and Eclipse Ide
* Worked on force.com Eclipse ide and Developer console for writing and debugging code.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components.
* Participated in conducting UAT for the business users, Worked with Setup Audit Trail to gather information about client usage.
* Implemented 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.
* Created junction objects and implemented Pick lists, Custom Formula Fields, Field Dependencies, Validation Rules.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

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| **Employer Name: Genisis Technology Solutions Inc Aug 2016 – Nov 2017****Client: Shred-It (Acquired by Stericycle Inc.)** **Location: Northbrook, Illinois** **Role: Sr. Salesforce Developer/Analyst****Project: Sales Operations Automation**  |

Responsibilities:

* Designed and developed Apex Triggers, Classes, Controllers, Controller extensions for various functional needs in the organization.
* Created custom Visual Force pages for custom functionalities using HTML, Java script and CSS
* Developed various Apex Batch classes and schedulers to meet the functional requirements of the organization
* Setup sync jobs in Informatica on Demand to integrate data between SAP and Salesforce.
* Worked on solving Configuration, Pricing and Quoting (CPQ) use cases for different projects.
* Used the data loader to migrate the CPQ data between different sandboxes and production.
* Worked on migrating Salesforce classic to Lightning building components and designing the migration.
* Developed various Custom reports and dashboards with different components.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions to automate the processes.
* Built various flows and processes to make customizations using configuration changes instead of code.
* Migrated and Deployed code using Change sets and Eclipse Ide
* Worked on force.com Eclipse ide and Developer console for writing and debugging code.
* Participated in conducting UAT for the business users, Worked with Setup Audit Trail to gather information about client usage.
* Implemented 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.

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| **Employer Name: Genisis Technology Solutions Inc Feb 2015 – July 2016****Client: Stericycle Inc.** **Location: Northbrook, Illinois** **Role: Sr. Salesforce Developer/Analyst****Project: IWD integration for Sales**  |

Responsibilities:

* Performed integrations between SFDC-Cimplicity/IWD (Integrated work distribution system from Genesys) using SOAP API's.
* Designed and developed Apex Triggers, Classes, Controllers, Controller extensions for various functional needs in the organization.
* Developed various Apex Batch classes and schedulers to meet the functional requirements of the organization
* Developed various Custom reports and dashboards with different components.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions to automate the processes.
* Built various flows and processes to make customizations using configuration changes instead of code.
* Migrated and Deployed code using Change sets and Eclipse Ide
* Worked on force.com Eclipse ide and Developer console for writing and debugging code.
* Participated in conducting UAT for the business users, Worked with Setup Audit Trail to gather information about client usage.
* Implemented 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.

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| **Employer Name: Genisis Technology Solutions Inc January 2014 – June 2015****Client: Stericycle Inc.** **Location: Northbrook, Illinois** **Role: Sr. Salesforce Developer/Analyst****Project: Sales/Retention Pricing Tool and Contract Generation Automation** |

Responsibilities:

* Designed and develop pricing tools for different services for sales and retention teams.
* Design the objects and relationships with security features so that business can make changes to the pricing parameters.
* Designed and developed Apex Triggers, Classes, Controllers, Controller extensions for various functional needs in the organization.
* Developed various Apex Batch classes and schedulers to meet the functional requirements of the organization.
* Develop Visualforce pages for Pricing tools and Contracts (render PDF) for various teams in Sales
* Developed various Custom reports and dashboards with different components.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions to automate the processes.
* Built various flows and processes to make customizations using configuration changes instead of code.
* Migrated and Deployed code using Change sets and Eclipse Ide
* Worked on force.com Eclipse ide and Developer console for writing and debugging code.
* Participated in conducting UAT for the business users, Worked with Setup Audit Trail to gather information about client usage.
* Implemented 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.

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| **Employer Name: Genisis Technology Solutions Inc Feb 2013 – Dec 2013****Client: Stericycle Inc.** **Location: Northbrook, Illinois** **Role: Sr. Salesforce Developer/Analyst****Project: Service Cloud Implementation /CTI implementation**  |

Responsibilities:

* Performed integrations between SFDC-Cimplicity/IWD (Integrated work distribution system from Genesys) using SOAP API's.
* Implement various functionalities in Service Cloud.
* Designed and developed Apex Triggers, Classes, Controllers, Controller extensions for various functional needs in the organization.
* Developed various Apex Batch classes and schedulers to meet the functional requirements of the organization
* Developed various Custom reports and dashboards with different components.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions to automate the processes.
* Built various flows and processes to make customizations using configuration changes instead of code.
* Migrated and Deployed code using Change sets and Eclipse Ide
* Worked on force.com Eclipse ide and Developer console for writing and debugging code.
* Participated in conducting UAT for the business users, Worked with Setup Audit Trail to gather information about client usage.
* Implemented 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.

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| **Employer Name: Genisis Technology Solutions Inc Nov 2011 – Feb 2013****Client: Stericycle Inc.** **Location: Northbrook, Illinois** **Role: Salesforce Developer/Analyst****Project: Sales Operations/Customer Service Operations**  |

Responsibilities:

* Designed and developed Apex Triggers, Classes, Controllers, Controller extensions for various functional needs in the organization.
* Worked on optimizing the legacy code to meet the industry standards and documenting the details of the customizations for the clients to understand.
* Minimized code in Controllers by adding reusable functions in Helper classes, created static classes for constants which used custom labels and used Custom Settings for making the code more dynamic.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Visual Force pages to leverage the functionality of displaying the information from different objects and updating them on the same page, using HTML, Java script, J-Query ,CSS and JavaScript remoting.
* Responsible for setting up Live Agent and customizing the look of the chat window and pre-chat window according to the organization requirements.
* Developed various Modals using html, div tags, javscript and various jquery functions.
* Responsible for setting up web service integrations with various third party applications like Cimplicity.
* Created triggers on the Process Instance and Work Items to get the next approver to speed up the approval process and sending alerts to the next approver.
* Developed various Apex Batch classes and schedulers to meet the functional requirements of the organization.
* Developed various Custom reports and dashboards with different components.
* Created different owner based sharing rules and criteria based sharing rules for data model management.
* Converted various legacy S- controls and on click java script to visual force pages.
* Worked on increasing the test coverage for various legacy classes and testing using assert statements and tested the classes and triggers for positive results, negative results, batches where applicable and failures.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions to automate the processes.
* Built various flows and processes to make customizations using configuration changes instead of code.
* Migrated and Deployed code using Change sets and Eclipse Ide
* Worked on force.com Eclipse ide and Developer console for writing and debugging code.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components.
* Participated in conducting UAT for the business users, Worked with Setup Audit Trail to gather information about client usage.
* Implemented 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.
* Created junction objects and implemented Pick lists, Custom Formula Fields, Field Dependencies, Validation Rules.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Tabular,Summary and Matrix reports.
* Built dashboard and scheduled them to provide snapshot of various Business activities.
* Created email templates and inbound emails using Visual Force for customers and clients.
* Worked with Informatica, data loader and workbench.

**Environment:**

[Salesforce.com](http://salesforce.com/) Platform, [Force.com](http://force.com/),  [Force.com](http://force.com/) Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, JS, WSDL, SOQL, SOSL, Custom objects, Custom fields, Web Services, SOAP, REST.

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| **Employer Name: University of North Texas Sep 2008 – Oct 2011****Location: Denton, TX** **Role: Web Developer.** |

* Developing web pages for UNT Dining Services (http://dining.unt.edu/) using HTML, CSS, Javascript.
* Creating forms in PHP to send the form data as email to the designated email addresses.
* Customization of the raw menus (web pages) designed by FoodPro an inventory, recipe and nutrition management software