DILEEP KUMAR PILLA
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PROFESSIONAL SUMMARY

- Around 4 years of IT experience and in SalesForce.com CRM platform as Developer and Administrator and Experience in SFDC development using **Visual Force Pages, Components, Force.com IDE, SOQL, and SOSL, DML statements.**
- High level of proficiency in creating Roles, Profiles, Email Services, Tasks, Email Templates, **Workflow Rules**, **Workflow Alerts**, Actions and Workflows Approvals.
- Configured and maintained User profiles, role hierarchy and Password policies.
- Extensive experience in creating **Custom Objects, Custom Fields, Picklists, Record Types, Validation Rules, Approval Processes, Custom Tabs, Queues, Public Groups and Communities.**
- Used **Data Loader for insert, update, and bulk import or export of data** from Salesforce.com objects
- Implemented Security and Sharing Rules at Object, Field and Record level for different Users.
- Experienced in designing Junction objects and implemented various advanced fields like **Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
- Developed and deployed **approval process and workflows** for various business objects.
- Used SOSL for data manipulation using data platform database objects.
- Expertise in various Standard objects like **Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.**
- Developed **Lightning apps using Lighting Components and made them compatible with salesforce1 mobile app.**
- Developed Lighting **Components Apex classes, controller classes, Apex Triggers and visual force pages** on force.com platform to customize application according to the functional needs.
- Experienced on **salesforce1 and salesforce Lighting solutions**.
- Created and used **Email templates** in Visual force and HTML.
- Developed salesforce Lightning applications using **Lightning components, controllers, events** and used custom CSS in the components.
- Have expertise in **Administration and Configuration** of Salesforce.com CRM.
- Experience in force.com Web services API for implementing web services in the application for access to data from different users.
- Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks and actions**.

TECHNICAL SKILLS:

Force.com	Salesforce CRM, Salesforce, Apex Triggers, Classes & Custom Controllers, Web Services, Visual Force Pages, Force.com IDE, SOQL, SOSL, Workflows, Approvals, Dashboard, Reports. Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader.
Web Technologies	HTML, CSS
Languages	Apex, JAVA, Java Script
Database	well-versed in SQL server and Microsoft Access.
IDE	Experience in working with IDE's like Eclipse, visual studio and Net Beans.

WORK EXPERIENCE

Client: BNP Paribas
Role: salesforce Developer

Description: The BNP Billing System is a Force.com Custom Application residing inside the BNP Paribas Salesforce.com instance. A Custom Application is defined as a collection of Tabs. This application agenda is to create billing system, loading valuation data and configuration and billing information for client BNP deals.

Responsibilities:
- Performed the roles of Salesforce.com Admin and Developer in the organization.
- Interacted with various business team members to gather the requirements and documented the requirements.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects, tabs, Components and Custom links.
- Configured Salesforce Automation (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Used Salesforce Automation Process (SAP), Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
- Worked on Salesforce.com Application to Setup activities and customized the apps to match the functional needs of the organization.
- Experience working across various SFDC implementations covering sales cloud, service cloud.

- Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
- Developed Lightning apps using Lighting Components and made them compatible with salesforce1 mobile app.
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
- Developed complex workflows and approval processes for automating business logic.
- Used SOQL and SOSL with in Governor Limits for data manipulation needs of the application.
- Used Force.com platform for developing feature rich and user-friendly Visual force pages for enhancing Salesforce UI.
- Integrated the REST API based Web Services on Demand for extracting the data from external systems.
- Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visual force, Force.com, Migration Tool.
- Inserted and Updated data using data Loader.

Environment: Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, REST, Sandbox data loading, ANT tool.

Client: FedEx, Memphis
Role: salesforce Admin/Developer
Description:
FedEx Corporation is an American multinational courier delivery services company headquartered in Memphis, Tennessee. The company is known for its overnight shipping service, but also for pioneering a system that could track packages and provide real-time updates on package location (to help in finding lost packages), a feature that has now been implemented by most other carrier services.

Responsibilities:
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Involved in setting up custom interaction logs for service cloud console.
- Integrated using SOAP based web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
- Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.

- Reengineered APEX code already in production to optimize trigger based transactions for performance and speed as well as to work seamlessly with governor limits.
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Created a custom wizard for users to create a Case related to Account and contact.
- Created custom controllers implementing complex code for Sales Force, VF pages.
- Created and used Email templates in HTML and Visual force.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.

Environment*: Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Data Loader.

Client: Secure Meters PVT Ltd, Chennai, India
Role: salesforce Developer
Description: Secure Meters PVT Ltd. researches, manufactures, and deploys products and solutions to measure and monitor energy usage. The company offers electricity metering products, such as gas metering products, communications devices, software products, home display and monitoring devices.
Responsibilities:
- Worked with various salesforce.com Standard objects and Custom Objects
- Used Salesforce.com platform, Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and creating Objects.
- Developed Apex Triggers in the application for various Business/ functional requirements
- Developed batch classes and schedulable classes
- Developed inbound email services to process incoming emails
- Wrote SOQL, SOSL Query language necessary for the application in Apex Classes and Triggers
- Developed UI Visualforce along with Visualforce components, CSS, HTML tags, and used JavaScript for front-end validation
- Used various Visualforce components such as Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link, and Command Button
- Worked with Visualforce Controllers such as Standard, Custom, and Extension
- Created Page Layouts and assigning different layouts based on Record Types
- Developed Workflow rules, Field updates, and Emails to implement the business logic for Standard and Custom Objects as per the business needs
- Prepared data mapping document to map source and target system fields
- Used Data loader to bulk load data into Salesforce.com

Environment: Salesforce.com platform, Workflows, Reports, Custom Tabs, Email Templets, Visual Force Pages, Data Loader for import and export data.

Client: Yadav Measurements PVT Ltd, Hyderabad, India
Role: salesforce Admin
Description: YMPL maintains state of the art calibration and testing equipment which are operated by qualified, trained and experienced staff. YMPL offers to its customers the benefits of fast turnaround time, traceable and trust worthy certificates and competitive prices for its services.

Responsibilities:
- Followed agile methodology.
- Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
- Defined Lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created Page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Worked on Validation Rules, Workflows and Approval Processes.
- Designed Custom Objects and developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Developed a customer feedback and satisfaction process
- Participated in the bug review meetings, updated requirements document as per business user feedback and change in functionality of the application.

Environment: SaleForce.com platform, Data Loader, HTML, JavaScript, Sandbox data loading, Eclipse IDE, CSS.

EDUCATION:
- Bachelor of Computer Science from Andhra University, INDIA

Professional Experience:

- Working as Software Developer in Genpact PVT LTD.
- Worked as Software Developer in TechMahindra.

CERTIFICATIONS:
- Salesforce Platform Developer 1