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**<https://trailhead.salesforce.com/en/credentials/certification-detail-print/?searchString=Ckn7RRLhuDShc64cZMxf4Jd5EWSamRi0m1M6BrQFfy24r+phIvL3zab/4KLm57G2>**

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**PROFESSIONAL SUMMARY**

* **8 years** of experience in Salesforce.com CRM Platform with versatile experience in **Sales** and **Service Cloud** modules.
* Experienced in all phases of E2E Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Expert at Salesforce implementations and managing Salesforce applications in both **Classic** and **Lightning.**
* Experienced in analysis, design, configuration, administration, development, integration, and support of applications on Salesforce platform.
* Proficient in Salesforce.com development and implementation in various domains like **Telecom, Financial** and **Health Care**.
* Experience in data deployments using tools such as **Jitterbit, Apex data loader, Excel Connector, Import Wizard** and **SFDC Data Export**.
* Experience in implementing **Validation Rules, Assignment Rules, Workflows,** and **Approval Processes** for **automated alerts**, **field updates** & **Email generation** according to application requirements.
* **Worked on customization of Visualforce to have Lightning experience for desktop and mobile applications.**
* Hands on Salesforce Integration with different systems using **SOAP**, **Rest API** and good knowledge of **Salesforce APIs**.
* Development using **Force.com**, **Apex**, **Triggers**, **Lightning Aura, LWC components**, **Web services**, **Visualforce,** **JavaScript**, **Ajax**.

Having good hands-on experience in **Lightning Experience** and **Lightning Web Components (LWC/Aura Components)** in Latest Salesforce version.

* Expertise in creating **Profiles**, **Roles**, **Users**, **Tasks** and **Actions**.
* Hands on experience in implementing 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.
* Developed **Apex classes**, **Controller classes** and **Apex Triggers** on Force.com platform to customize the application according to the functional needs.
* Experience in working with **SOQL**, **SOSL**, **CSS**, Force.com Web Services.
* Proficient in **Data Migration** from Traditional Applications to Salesforce.com using **Data Loader Utility**.
* Involved in implementing release management process like Build Automation Software and Version control Systems like **GitHub** and Subversion etc. which triggers build automation like Jenkins.
* Experience in using version controls such as **Tortoise SVN**.
* Experience with tools like **Force.com IDE**, **Eclipse IDE**, Mavensmate, People Import and Demand tools.
* Have good knowledge of Agile Methodology & Software Development Life Cycle (SDLC).

**Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Lightning Experience and Lightning Aura components, Lighting Web Components, Force.com includes Apex (Apex Classes, Apex Triggers, Test Classes, Batch Apex), Visual force (Pages, Components & Controllers),Web services (SOAP & REST API), Validation Rules, Workflows, Process builders,Flows, Reports & Dashboards, Custom Objects, Force.com, SOQL, Data loader |
| **Development Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Maven, Force.com Data Loader, Force.com Connect for Outlook, Rally, Force.com Platform (Sandbox, and Production), Github(CI and CD),Jenkins Deployment, Visual Studio |
| **Databases** | SQL Server |
| **Languages/Technologies** | Apex, Java, Java Script, UML, HTML, SQL, CSS |
| **Packages** | MS Word, MS PowerPoint, MS Excel, MS Project, MS Visio, Google Drive, Eclipse IDE |
| **Operating Systems** | Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, Unix |

Certification Details:

1. Salesforce Certified Platform Developer I.
2. Salesforce Certified Platform Administrator.
3. Salesforce Certified Platform App Builder

**Professional Experience:**

**Client: Texas Health and Human Services Commission 10/2020 – Till date**

**Role: Salesforce Developer**

**Project Description:** This project is purely depended on Service Cloud and main intention is to migrate Legacy applications to cloud Salesforce system, so HHSC users will support their customers (Hospitals- Facility/Agency), end to end business needs using this application. It includes Search Members, Providers, Groups and Cases from a single system. End users will import letters and prints for the corresponding cases. From Data standpoint. After data load users will see the data by using Reports and Dashboards in salesforce.

**Responsibilities:**

* Used **REST API, SOAP API** for integrating Salesforce with external systems.
* Created Custom Objects and fields for Storing the **Transaction logs** for Success and also the failure callouts to external systems and contractual information.
* Used Force.com developer toolkit including Apex Classes and Apex Triggers to develop custom business logic.
* Started Migrating to Lightning experience to implement the same logic that we have in the Classic which has series of Visual force Page Navigations to the new Lightning UI by building Lightning Components.
* Implemented Batch Logic to Process the records everyone and half hour keeping the batch size as one and to put the Processed records to Acknowledged state once the batch is completed with the records.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Setting up Jenkins for Force.com continuous integration.
* 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 for different user profiles based on the needs of the organization.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Was involved in **Trigger Consolidation** Process to have a Trigger factory structure for different Objects like Account, Contact, Case.
* Used **DocuSign** (esign signature) Managed Package for signing the Documents.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Migrated data from external systems into Salesforce part of Data Migration Project.
* Prepared Presentations and documentations for operational events that effectively communicated the desired information.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used field level security along with page layouts to manage access to certain fields.

**Environment:** Saleforce.com platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls.

**Client: ARCP/Cole Capital. Phoenix, AZ 11/2018 – 10/2020**

**Role: Salesforce Developer**

Founded in 1979, Cole-related entities own and manage more than 2,050 properties in 47 states with a combined acquisition cost of more than $12.4 billion. For more than thirty years, Cole has been providing access to commercial real estate through non-traded REITs and other direct investment programs.

* Preparation of design documents of various silhouette application based on gathered requirement.
* Involved in coding for modules for all the Sub-Application of the CRM application which involves extending existing SFDC standard components using Apex, Visual Force and other utilities.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Implemented **Web-to-lead** to track and solve leads from the website.
* Created different **Workflow rules and Approvals** for various campaign processes.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
* **Data migration** from saleslogix to sales force using Data loader CLI.
* Used Data loader for **data migrations** to sales force.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visualforce, Force.com IDE.**
* Developed and configured various **Reports** for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Extensively involved in Unit Testing using Test Methods using Force.Com utilities.
* Participated in the training sessions provided by the Salesforce team and support end users

**Environment:** Saleforce.com platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Controls.

**Client: Clearwire Technologies. 10/2016 to 11/2018**

**Location: Richmond, VA**

**Role: Salesforce Developer**

Clearwire is the pioneer in 4G and operator of the first 4G in USA. In 2011 Clearwire was one of the fastest growing companies in the wireless industry and today serves 11 million 4G customers. The Clearwire 4G mobile broadband network now covers more than 130 million people in the U.S. including 35 of the top 40 U.S. markets. Our WiMAX network represents one of the fastest expansions in history, and our 4G network is highly scalable and backed by a wealth of spectrum.

* Involved in **Salesforce.com Application Setup** **activities** and **customized the** **applications** to match the functional needs of the organization.
* Performed the role of **Salesforce.com Developer** in the organization.
* Interacted with various business team members to gather and documented 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**.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented and deployed the **Custom objects**, **Page layouts**, **Custom** **tabs**, **Components** to suit to the needs of the application.
* Created Custom Objects and defined **lookup and master-detail relationships** on the objects and created **junction objects** to establish many-to-many relationship among objects.
* 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.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* 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.
* Supported the **data migration activities** for Migrating the data from various business centers and business center users with the support of Saleforce.com.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.
* Provided the **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, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in.

**Client: Harley Davidson 10/2015 to 09/2016 Location: Milwaukee, WI**

**Role: Salesforce Admin**

Harley Davidson is an American motorcycle manufacturer. Harley Davidson’s sales representatives are using salesforce.com's integrated sales and support functionality, and can access a single comprehensive, real-time view of its customer information from any remote location.

**Responsibilities**

* Involved in **Salesforce.com Application Setup** **activities** and **customized the** **applications** to match the functional needs of the organization.
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
* Worked on various **salesforce.com** standard objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports** and **Opportunities**.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented and deployed the **Custom objects**, **Page layouts**, **Custom** **tabs**, **Components** to suit to the needs of the application.
* Created Custom Objects and defined **lookup and master-detail relationships** on the objects and created **junction objects** to establish many-to-many relationship among objects.
* Created **various profiles** and configured the **permissions** based on the organizational hierarchy requirements
* Customized **tabs** for different business user groups and business centers.
* Created the **workflows** for automated lead routing, lead escalation, alerts and custom coaching plans.
* Implemented various **Custom Reports** and deployed them for different business user levels.
* Implemented escalation rules, automatic case generation and their escalation to call center representative, and generated email alerts for quick issue resolution.
* Provided the **training** to the internal business users to use the application and develop their own custom reports.
* 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.
* Customized the entire **Salesforce.com** applications to incorporate the business requirements which involved creating Web Forms.
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help of salesforce.com support.

**Environment**: Salesforce, Visual force, MS Visio, Apex Data Loader, Microsoft Excel, MS Project, Rational Clear case, UML, Oracle 10g, Quality Centre.

**Client: Techpro Synergy Pvt Ltd. 05/2014 to 09/2015**

**Location: Hyderabad, India**

**Role: Java Developer**

* As a member of team involved in designing and developing a framework.
* Involved in development of mockup screens and **web portals**.
* Used **Java, WebLogic 5.1,6.1 and 7.1, EJB 2.0,Java Mail, Struts, Servlet, JSP, JMS, XML, HTML, JDBC, SQL, Oracle 8i** and **JavaScript.**
* Installed and configured **WSAD** as a development environment**.**
* JSP Pages are written using **Custom Tag Library** which create standard tag used in the aplication.
* Used easy soft driver to connect to a flat file and to retrieve data.
* Used XML in some modules using **DOM** to send the data to and from the server/database
* Worked with team members to setup development environment using **CVS, PVCS,** weblogic 5.1,6.1 and 7.1 and Oracle8i
* Used CVS for **version control** of the product.
* Used **JSP’s** to create the front-end screens for the module.
* Used **Struts frame work** to develop the web Tier.
* Involved in writing **Business Objects, Service API’s, Datamaps, Entity classes** to the corresponding existing business classes.
* Used **Junit** to do unit testing of different modules.
* Involved in **validating and reviewing** team members modules.
* Involved in data integration for the new tracking system and other production subsystems using **TIBCO 3.5**.
* Involved in **integration testing** of modules in various testing environments.

**Environment:** Java, J2EE, XML, HTML, LDAP, EJB, JSP, JDBC, Servlet, SOAP, Struts, JNDI, Unicode