**Lakshman Pradeep Reddy Vangala**

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**SUMMARY:**

Around 6 **years** of IT experience in all phases of Software Development Life Cycle **(SDLC)** which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects using **Salesforce.com CRM** and **Java/J2EE** technologies and followed **Agile (SCRUM)**&**Waterfall** Methodologies. **Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.**

**TECHNICAL COMPETENCE:**

* 4+ years of extensive knowledge of Salesforce.com **CRM** and its Development Life Cycle as a **Administrator/Developer /Lightning Developer** and 1+ years on **Java/J2EE** technologies.
* SFDC **Configurations**, **Customizations and integration with external systems** - as Administrator and Developer.
* Develop **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules**, etc.
* **Salesforce CRM** platform and environment of **SFDC** such as **Sales Cloud, Service Cloud, Call Center, Force.com** and **Chatter.**
* Good understanding on **Partner portal (Partner Relationship Management)**.
* Creating custom **Objects** and **Tabs**, designing **Custom Fields**, assigning **Validation Rules** and **Field-Level Dependencies**, **Approval Processes**.
* Experience on translating business process into **Custom Objects** and creating **Lookup Relationships** and **Master-Detail Relationships**.
* Experience in **Field Service Lightning.**
* Implement **Security/Sharing Rules**, Configure **Permission sets**, **Field Level Security**, **Record Level Security**, **Profiles**, **Roles** & **Resource** monitoring at different Hierarchical Levels of the organization.
* Experience on developing L**ightning components using SLDS, Lightning data services, Java script.**
* Administrative tasks like **User Management**, **Creating Profiles**, **Roles** & **Permission Sets**, **Workflow**, **Tasks** & **Events**, **Email notification** &**Templates**, **Reports** &**Dashboard, Metadata** & **Metadata API**.
* Used data migration tools such as **Apex Data Loader**, **Salesforce Import** and **Export Wizard**.
* Implementing **Apex Classes**, **Visual Force Pages**, **Apex Components**, **Controllers**, **Triggers**, **Scheduler**, **Batch Apex**, **Analytic Snapshots**, **Migration Tool**, **Web Services API** and working with **Force.com IDE**. Exposure in **Customer Portal** and **Self -Service Portal.**
* Experience in **Trigger**, **Test Methods**, and writing **SOQL** and **SOSL** queries.
* Expertise in web technologies like **HTML5, XML, CSS, JSP, JavaScript, jQuery, WSDL, REST API, SOAP API, BULK API, Force.com Callouts, Batch** and **Apex Programs Schedule**.
* **Email-to-Case**, **Web-to-Case**, **Web-to-Lead**, **Tracking Field History**, **Set-up Logging History**, **Set-up Audit Trail** & **Data Migration**.
* Understanding and functionality of **Web Services** for **SOAP API** and **REST API**.
* Experience using **Eclipse IDE/VS Code** with **Force.com Plug-in** and salesforce CLI
* Worked with **Migration** tools **GearSet,** **Force.com IDE, Eclipse** and have knowledge of **Change set** migration code and configuration from the **Dev Sandbox** to **Production**.
* Administered, **Configured and maintained Salesforce.com application** User Profiles, Roles, Assigning Permissions, **Generating Security Tokens, Validation Rule and Upgrade** Installation.

**TECHNICAL SKILLS:**

**SFDC Technology :** Apex Classes, Controllers and Extensions, Triggers, Visual Force Page, SOQL,

 SOSL.

**SFDC Tools :** Apex Data Loader, Force.com IDE (Eclipse), Workbench, ANT.

**Languages :** Apex, Java/J2EE, SQL, PL/SQL.

**Web Technologies :** HTML, JavaScript, CSS, XML, WSDL, REST, SOAP, jQuery.

**Databases :** MS SQL Server, My SQL, Oracle 10g/9i, DB2, MS Access.

**Operating System :** Windows, Unix, Linux.

**EDUCATION:**

* Bachelor’s in computer science.
* Masters in Computer & Information Sciences.

**WORKEXPERIENCE:**

**CFA Institute, Charlottesville,VA (Oct’19 – Till Date)**

**Role: Salesforce Developer/Lightning Developer**

**Responsibilities**:

* Worked on **analyzing and estimating** the complexity of user stories.
* Developed all the **UI Components** using **Lightning we components** and **Lighting components** based on requirements.
* Worked on **Apex Triggers** and **Apex classes** to support the back-end process of the application.
* Worked on **Batch Classes** and Schedulable Classes for nightly jobs.
* Worked with **REST API** for third party Integrations.
* Created Custom Objects and Created Automation between various objects as they have Inter dependencies.
* Worked with **Lightning flows** replacing VF pages and handler classes to support **Customer Community**.
* Worked on **FSL** module of dispatcher console for dispatching the resources based on skills and availability.
* We implemented **FSL** as a staffing tool to assign resources based on their availability, skills and cost based on the priority of the resource request.
* Defined various Scheduling Policies for filtering of the resources such as onsite requirement to fulfill the resource request.
* Development, implementation, and update focusing on **Sales cloud.**
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud**, Call Center, Chatter & App-exchange applications.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* I worked in quoting team to implement Apttus CPQ and built applications using lightning.
* Implemented Quote-to-Cash solution using Apttus CPQ.
* As, there were many configurators, build a apex program to load the CPQ configurators. Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
* Administrated and monitored the company's Salesforce **sales cloud** application by creating the workflows for automated lead routing, lead escalation and email alert.
* Worked on **Sales Cloud** with Accounts, Contacts, Cases and Solutions to generate towards developing business.
* Defined various Scheduling Policies for filtering of the resources to fulfill the resource request.
* Worked On creating Profiles, Roles, PublicGroups and Queues.
* Worked on Deployments Using **Gearset**.
* Worked in **service cloud** on salesforce.com platform using CRM process.
* Worked with **Data Loader** for Uploading the customers data and their related information to Salesforce.
* Worked on **Workflows**, **Process Builder** and **Custom Settings**.
* Worked with CA signed and Self signed Certificates and Remote Site Settings.
* Followed Scrum Agile methodology for development and participated in weekly Sprints and attended daily stand up calls.

**Environment:** Salesforce.com Development, Force.com IDE, Apex Classes, Aura, controllers, Visualforce pages, Rest API, SLDS (Lightning design system), Lightning web components, Service cloud, HTML5, CSS3, JQuery, JavaScript, Visualization, ClickDeploy,Next Best Action.

**CapitalOne, Richmond, VA (Dec’18 – Sep’19)**

**Role: Salesforce Developer**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented **Agile Methodologies** in developing SDLC.
* Implemented **Email-to-Case**, **Web-to-Case**, Assignment, **Escalation rules** on Case objects for different business groups.
* Worked on customization of Objects Pick lists, Dependent pick lists, Page layouts, Search layouts, Custom links, Global actions, related lists, Lookup, Master-detail relationships and validation rules.
* Worked with a set of related objects and complex set of interconnected fields in those objects.
* Developed Triggers that would account for deletion, bulk-safe and with exception handling.
* Created Many-to-Many relationships and created Junction objects between the existing Group and Persons account to classify Persons Account based on their employment status at an organization.
* Designed and deployed dynamic **workflows**, **validation rules**, **Approval Processes** and **Auto-Response** Rules for automating business logic.
* Worked with the Financial service cloud to integrate the business model and to increase the productivity.
* Configure Salesforce and **Marketing Cloud** integration user along with configuration in salesforce.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce **Marketing Cloud**.
* Configure salesforce and **Marketing Cloud** integration user along with configuration in salesforce.
* Created **Field Service Lightning** Set up for multi-level service territories that represent the regions where your agents and can work
* Created **Public Groups**, **Queues, Permission Sets, Profiles**, **Users** & **Security Settings** based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Worked on writing **Apex Triggers** & **Apex Classes**, **Batch Apex** and **Scheduled Apex**.
* Using **Data Loader** and **Import Wizard** for **Data Export**, Updates and Backup for the organization.
* Performed inbound, outbound integration with websites using **REST API, SOAP Web services API** (WSDL).
* Designed dynamic and browser compatible pages using **HTML**, **CSS**, **jQuery** and **JavaScript**.
* Enhanced the existing portal functionality and moved to **Community cloud** for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Worked on different **Sandboxes** for development & testing; Involved in migrating the code to production instance in installments using **Change Set**.
* Experienced in **Unit Testing**, for the **customizations and developments** done during the project.

**Environment:** Force.com, Apex, Visual Force (Pages, Component & Controllers), Lightning, Data Loader, HTML, JavaScript, Workflow & Approvals, Reports, Lightning, Import Wizard, VS code, Security Controls, GearSet, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Symantec, Mountain View, CA (March’18 – Nov’18)**

**Role: Salesforce Developer/Lightning Developer**

**Responsibilities:**

* We used to **Lightning** Components for Community Builder, and the new consumer-based UI instead of having to use other frameworks (like Bootstrap).
* Created multiple **Lightning** Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Worked on Salesforce **Lightning Process Builder** to easily automate Business Processes. Developed re-usable UI Components with Lightning Component Framework.
* Through tight integration, with Cisco Connectors, contact centers were improved and call management enabled to full **computer-telephony-integration (CTI)** functions using the Salesforce user interface, including agent login, desktop phone controls, caller identification, and screen pop. In facilitating the integration with the Salesforce application, a CRM adapter was loaded on the agent desktop.
* Working with Administrationactivities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed a landing page using the **Visual force**. Worked as a legacy for creating new roles and profiles in the organization.
* Interface Designing using Visual force page and their supportive Controller Classes. Automate the functionality by writing Triggers and Apex Classes.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Worked with various salesforce.com objects **Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects**.
* Created Objects, **Page Layouts, Record Types, Relationships, Validation Rules, Workflows** and **Approval Process**.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Implemented Salesforce **Service Cloud** & **Opportunity Management** (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Worked with **SOQL**, **SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating **Metadata** from one sandbox to another sandbox using **GearSet tool.**
* Used **Web Services** like **SOAP API** and **Rest API** to integrate with external systems**.**
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance Testing**.

**Environment:** Force.com, Apex, Visual Force (Pages, Component & Controllers), Data Loader, HTML, JavaScript, Workflow & Approvals, Reports, Lightning, Import Wizard, VS code, Security Controls, GearSet, Triggers, Informatica, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Synopsys, SFO, CA (April’17 – Feb’18)**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Involved in **Agile methodology, Scrum** that dramatically improved productivity and reduced errors.
* Implemented **Apex Triggers with SOQL queries** and created workflows like email alerts and field updates.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Wrote several SOQL and SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Created custom VF pages using **HTML, CSS, JavaScript and JSP** to leverage the functionality of displaying the information on community portals from different objects and update them on the same page.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on data integration, data clearing, data transfer from third party API’s with requested permission sets using APEX data loader.
* Working with Salesforce data tools such as Data Loader and Eclipse Force.com IDE for data migration.
* Experience integrating salesforce.com with other apps.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on detail pages.
* **Case Management** by Configuring **Email-to-Case** for the end user to submit a case through Outlook.
* Used to enabled standard quotes in Salesforce to support the field sales team, auto generate quotes during customer visits.
* Used Apex **Data Loader** to migrate data such as accounts, campaigns from different legacy systems.
* Worked with Integration and web services. Integrated Salesforce with legacy systems using Apex Web services and outbound messaging.
* Used REST API callouts / WSDL (SOAP API) for connecting to the services hosted by third party companies to perform an action by connecting to their respective repositories and sending the request on demand.
* Identified usability and develop functional and smooth, easy-to- operate and eye-catching web applications using **AngularJS** and **ReactJS**.
* Experience in configuring price quote (CPQ) with Apttus.
* Involved in Test configuration **Apttus** within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* ImplementedSalesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Ant tool, Windows XP.

**Fidelity Investments, Dallas, TX (Oct’15 – March’17)**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Worked with **Business System Analyst** to provide recommendation and designed the Best Solutions for implementing new business ideas.
* Development, implementation and update focusing on **Sales cloud** and **Service cloud**.
* Worked on **Service cloud** module such as web-to-case, Escalation rules, and Assignment rules.
* Developed SharePoint site with number of pages and integrated with salesforce.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Reengineered APEX code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Managed ongoing support requests and Administrative needs of users.
* Worked on Salesforce.com **Standard Object**s such as **Accounts**, **Contacts**, **Opportunities**, **Campaigns**, **Cases** and **Solutions**.
* Administered, Configured and maintained **Salesforce.com** application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Implementation of **Apex Triggers**, **Apex Class** for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* I worked in Marketing cloud (Exact Target) quoting team to implement **Apttus CPQ** and built applications using lightning.
* Creating custom pages and giving access to customer community.
* Performed Apex Callouts from Salesforce to the same external system to get tracking information of an order.
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API.**
* Responsible for Unit testing and performance testing of **SFDC API/Web Service**. Responsible for Agile methodology testing package upgrades in sandbox org and deploying in production org.
* **Visual Force** Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using **JavaScript**, **HTML** and **CSS** in Visual Force Pages.
* Created Page Layoutsto organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* **Case Assignment Rules** to direct the case to appropriate group such as Stories & PCS Central Support.
* Created and configured **Email templates** which were used by PCS Central users for approval processes and other field updates.
* Used **AngularJS** http service to interact with RESTful web services and JSON to manage list of PoCs for creating, updating and deleting PoC items on the page.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Configured **Chatter** to track emails from Outlook to Salesforce by following a user.
* Used **Apex Data Loader** to Insert, Update and Import data from **Microsoft Excel** into Salesforce.com.

**Environment**: Salesforce.com, Apex Classes, Lightning, Controllers, CPQ, Triggers, Visual force, Force.com, Dashboards, Sales Cloud, Service Cloud, Data Migration, Informatica, Angular JS, SOQL, SOSL, Workflow & Approvals, Data Loader, Java Ant, Custom Reports, Oracle, Windows.

**Wipro Technologies, Hyderabad, INDIA (March’ 14 – July’ 15)**

**Java Developer**

**Description:** Wipro Limited is a leading global information technology, consulting and business process services company. A company recognized globally for its comprehensive portfolio of services, strong commitment to sustainability and good corporate citizenship. Wipro provides comprehensive research and development services, IT solutions and services, including systems integration, information systems outsourcing, package implementation, software application management, and datacenter managed services to corporations globally.

**Responsibilities:**

* Involved in analysis and design of the application architecture based on MVC Architecture, used open source Struts framework and Database with new field updates added to the legacy system.
* Wrote and customized several Java Programs for the spend management system at SBI to streamline the process of procurement.
* Web Tier was developed by using Struts Frame Work.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side&server-side validations.
* JavaBeans have been developed for using them among various modules of the application.
* Created front-end screens for the module by using JSP’s.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit, Participated in database tuning.

**Environment**: Java/J2EE, J2SE, Struts 1.1, XML, DOM, SOAP, Eclipse, SVN, WebLogic 8.1, Tomcat,

MS SQL Server, PL/SQL, Ant, JUnit, UNIX.