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|  | |  |  |  |  | | --- | --- | --- | --- | |  | R  \_13 | Image result for admin salesforce logo Image result for developer 1 salesforce logo  RashmiRashmi |  | |  | +1 (956) 452-1064 | |  |  | | --- | --- | | [**Rashmim4477@gmail.com**](mailto:Rashmim4477@gmail.com)  LinkedIn: http://linkedin.com/in/rashmi-muthyala-160338207 | Charlotte, USA 28027Delaware, USA 19702 | |  |   **Skills**   * Salesforce Technologies Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, AJAX, Dashboards, Lightning, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, Jitterbit, Workflow rule, Approvals, Case Management Automation. * Force.com Configuration 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. * Programming Languages Java, C#, Apex, SQL Server 2005. * Scripting Languages HTML, XML, Java script, CSS, jQuery, Omni-script Shell, Ruby, Python * Web Services SOAP/REST API * Databases MYSQL, Oracle9i, Oracle 10g, Microsoft Access, SQL Server 2005/2008 * Packages MS Word, MS PowerPoint, Eclipse IDE * ETL/Integration Tools Apex Data Loader, Jitterbit, MuleSoft, Cast Iron, Force.com workbench. * Agile, Documentation, Excel, Requirement * ANT, EAI, Exchange, Requirements analysis * API, Eclipse, Outlook, Router * Application development, Editing, Microsoft Outlook, Sales * Architect, Edit, MS PowerPoint, Sales manager * Automate, Email, Windows XP, Scheduling * Automation, EJB, MS Word, Servlets * BA, ETL, Works, Scripting * Backup, Fast, Migration, Script * BASH, Features, MQ-Series, Shell * Basic, Functional, MYSQL, SOAP * BI, GUI, Composer, Visual SourceSafe * Business solutions, HTML, Enterprise, SQL * Call Center, WebSphere, Network, SQL Server * CLI, IDE, Oracle 9, Statistics * Cisco, Informatica, Oracle, System Analyst * Com, Explorer, Oracle9, Technician * Competitive, Inventory, Oracle Database, TIBCO * Contracts, J2EE, Developer I, Tomcat * Controller, Java, DEVELOPER 1, Translation * CRM, JSP, Developer, Trend * CSS3, Java Beans, PL/SQL, Type * CSS, Beans, Page Layout, Unique * CTI, Java Script, PDF, Validation * Client, JavaScript, People Soft, Web server * Version control, Lighting, Pricing, Web sites * Data Management, Logic, Processes, Workbench * Data migration, Messaging, Programming, Workflow * Databases, Access, Promotion, Written * Decision making, Microsoft Access, Python, XML * Designing, C#, Quick * DML, MS Excel, Real time | **Professional Summary**   * Having 9+ Years of hands-on experience in IT with around 5+ Years of strong hands-on experience in Salesforce Developer/Administrator with domain experience involves configuration, customization, communities, integration, deployment, classic to lightning development, lightning components, lightning design system, lightning locker services and lightning data services, Designing of service Cloud, Sales Cloud, force.com. 3+ Years of experience in developing web application using Java J2EE. * Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development, implementation, training the end users. * Rich experience in Administration and Development of Salesforce.com CRM using Force.com, Visual force, and APEX. * Strong Knowledge about Sales cloud, Service cloud, Community Market Configuration, and Customization and good understanding with Client/Server architecture, Object oriented design techniques and web application design * Experience in security and sharing model, SSO, Salesforce Configuration, desktop/mobile integrations. * Expertise in developing Salesforce Lightning Apps, Components, Controllers and Events. * Expertise in designing of Custom Objects, Custom Fields, Pick List, Role based page layouts, Workflow Alerts & Actions, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats, Design of Visual Force Pages, Record Types, Dashboards, and Email generation according to application requirements.   **Work History**  October 2020 - Current  Salesforce Lightning Developer, FordDirect, Dearborn, MI USA  **Description:** FordDirect is a partnership between Ford and Lincoln dealerships and Ford Motor Company. Our mission is to help the Dealers we serve succeed at retail. This unique partnership adds unmatched insights because Ford Motor Company provides us data, as well as direct streams of incentives and digital content. We are the data hub for Ford and Lincoln dealerships. This allows us to analyze consumer interactions and offer an enhanced suite of products that help Ford and Lincoln Dealers drive retail sales and brand loyalty unlike other solutions on the market.   * Developed Apex Classes, Controller Classes and Apex Triggers on Force.com for various functional needs in application and experienced in creating lighting pages inside lighting Community builder. * Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using aura framework. * Also embedded Lightning Components in Visual force Page by using new Lightning out feature by event-Driven Programming. * Worked on Salesforce Platform to build Mobile App by enabling lightning components for use in theSalesforce1 mobile platform to make Lightning application to mobile. * Created Lightning page with some customizations based on components used and created Lightning app. * Added Lightning Component to Lightning Pages and Record Pages. * Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in application. * Worked on salesforce Lightning components for building customized components replacing existing ones and embed Lightning components in Visualforce page by using new lightning out feature by event-driven programming. * Involved in Salesforce.com Application Setup activities and customized apps to match functional needs of organization. * Worked on reports using custom and standard report types. * Also created Dashboards using existing reports. * Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards. * Created complex workflow rules criteria for field updates and email alerts and used field level Security along with page layouts in lightning to manage access to certain fields. * Created validation rules for performing data validations depending on user's profile and their record type. * Developed Custom Objects, Custom Reports Tabs and Components and configured Analytic Snapshots to dump data on regular basis for sales performance and lead generation statistics. * Created custom VF email templates for enabling localization using Translation Workbench. * Created custom VF pages to leverage functionality of displaying information from different objects and update them on same page. * Expertise as team member of successful software project implementations related to Quote-to-Cash (Apttus) and 1year experience in capacity of Solution Architect / Business System Analyst. * Involved in Salesforce.com Application Setup activities and customized apps to match functional needs of organization. * Developed custom Force.com components on Opportunity object for creating Pipeline Reports and Trend Reports. * Built and integrated third-party CTI systems with Salesforce Call Center using browser which is based on JavaScript API. * Used Salesforce Lightning inspector to debug lightning components during development process. * Interacted with various business user groups for gathering requirements for Salesforce.com CRM implementation. * Effectively used out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events. * Used agile methodology of development for all project requirements given by BA Team. * Also have regular scrum meeting between BA and Developer team to discuss issues and goals fulfilled. * Developing and maintaining complex Extract-Transform-Load (ETL) processes from multiple systems. * Environment: Apex, Force.com, Triggers, API integration, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP, API, Chatter, Sandbox data loading, Git, DML Query, and Web Service integration, Metadata API, SaaS/PaaS.   January 2017 - September 2020  Salesforce Developer, Wells Fargo, Charlotte, USA  **Description:** The name Wells Fargo is forever linked with the image of a six-horse stagecoach thundering across the American West, loaded with gold. The full history, over more than 160 years, is rich in detail with great events in America’s history. From the Gold Rush to the early 20th Century, through prosperity, depression and war, Wells Fargo earned a reputation of trust due to its attention and loyalty to customers.   * Created different profiles and setup permissions based on roles in organization. * Gained basic Knowledge on lightning App builder to develop Apps visually, without code using Custom-build lightning components. * Created server-side controllers to meet business requirement. * Experienced in migrating standard and custom objects in standard experience to lighting experience. * Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in application with lightning. * Responsible for deployments to Production environment using Ant tool, change sets and Force.com Migration tool. * Worked on Salesforce Lightning components for building customized components replacing existing ones. * Wrote SOQL and SOSL statements within custom controllers, extensions, and triggers. * Used GIT for version controlling system and used source tree as UI to perform code push/push operations. * Used Sublime, Maven’s mate, GIT, force.com Migration tool and Jenkins combination along with Ant script to develop code, maintain versioning, and moving code around environments. * Enhanced in Communities by adding new fields, field sets by using salesforce.com. * Hands on experience on Inbound and Outbound integration of salesforce with external systems by developing custom apex SOAP, RESTFUL classes for inbound class and written Apex Callout for invoking outbound application. * Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. * Used Community cloud to build deeper relationship with customers to provide better services through online. * Implemented Salesforce for Outlook functionality and installed outlook integration with different user systems. * Wave analytics also helped sales manager to take immediate action by creating campaign and dive in deep data for quick decision making. * Designed Workflow rules Approval process and its associated actions like time triggered tasks, email alerts field updates to implement business logic. * Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards. * Worked with Data Loader and App Exchange Applications. * Worked with different Deployment Plans for each release and Sandbox Refreshing. * Performed Apex Callouts from salesforce to same external system to get tracking information order. * Environment: Saleforce.com platform, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex language, Visual Force (Pages, Component & Controllers), SOAP/REST API, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.   Jun 2015 – December 2016  Salesforce Developer / Admin, Comcast, Denver, CO, USA  **Description:** With Xfinity, Comcast delivers the best in Internet, TV, voice, mobile, and home management, all working together to give customers instant access to the things that matter most – anywhere, anytime.     * Involved in identifying, planning, and implementing new Salesforce.com Features and functions (new screens, workflow, force.com objects, reports, apex code) to meet business requirements. * Used force.com IDE (Eclipse) for development and code promotion. * Developed batch interfaces and processes to integrate Salesforce.com with external systems. * Experience in using Data loader and scheduling timely data backup operations using Apex scheduler. * Implemented escalation rules, Automatic Case generation and their escalation to call center representative and generated emails alerts for quick issue resolution. * Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visual Force Pages. * Developed several Triggers, Apex Classes and Visual force Pages as part of application development. * Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages. * Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic. * Created templates, approval processes, approval page layouts and defined approval actions on them to automate processes. * Created Master-Detail and Lookup relationships on Standard and custom objects and defined junction objects to establish connectivity among objects. * Written Batch Apex to handle progressed opportunities. * Implemented field level security along with page layouts to control access to certain fields. * Maintained version control using GITHUB along with auto rabbit to manage all deployment. * Audited, uncovered, and resolved data integrity issues with legacy systems. * Involved in developing tests for custom apex code. * Extracted data from Salesforce.com application into external databases (Oracle 10g) for generating large data reports using Informatica on demand. * Created various RAML resources to implement REST Based APIs as part of project implementation. * Involved in Data Transformation and Data Cleansing activities while transferring data to external system using Informatica on demand. * Involved in establishing and maintaining change control processes for multiple sandbox environments. * Developed and performed training for sales staff on use of system. * Environment: Apex, Force.com, Triggers, API integration, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP, API, Chatter, Sandbox data loading, Git, DML Query, and Web Service integration, Metadata API, SaaS/PaaS.   Dec 2009 - Feb 2013  Java Developer, Cognizant, Hyderabad, India  **Description:** Cognizant is an American multinational technology company that provides business consulting, information technology and outsourcing services. It is headquartered in Teaneck, New Jersey, United States.   * Designed and developed messaging framework for communication between workflow manager and other Enterprise Applications over XML and MQ-Series using JAXB 1.0. * Responsible for developing and maintaining all entity and session beans. * Involved in writing ANT script for application deployment. * Developed various Customer and Network capacity flows. * Developed various server-side components using J2EE and TIBCO APIs. * Developed and deployed EJB components (business tier) into WebSphere Application Server (WAS). * Designed Metrics module and developed all components of that. * Also developed Metric Event Listener engine based on TIBCO APIs to capture In-Concert based events. * Responsible for Web Logic administration, maintenance, and performance tuning. * Developed and deployed Servlets and JSP's on Tomcat server. * Integrated different components to establish stable flow and reviewed all deliverables produced by team. * Written stored procedures to add, update and delete data from Oracle Database. * Used JavaScript for client-side validations, and AJAX to create interactive front-end GUI. * Perform system requirements analysis, definition, allocation, and documentation. * NISE-WFM interfaces with thirteen different systems. * I actively participated in support for User and System test and lead system performance improvement efforts. * Environment: J2EE, JSP, Java Beans, HTML, JavaScript, ANT, Tomcat Web server, Oracle 9i, MS Visual SourceSafe.   **Accomplishments**   * Extensive experience using Salesforce.com Administration, Creating Roles, profiles, Page layouts. * Worked on the designing of the custom objects, custom fields, role-based page layout, Custom tabs, Custom reports, Custom folders, report extraction to various formats, design of visual force pages, Snapshots and dashboards. * Experience in developing Visual force pages and Custom Objects using Apex Programming on Force.com Platform. * Added Lightning Component to Lighting Pages and Record Pages. * Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application. * Expertise in developing Apex classes, Controller and Triggers on Force.com platform to customize application according to the functional needs and strong understanding with Force.com MVC Structure. * Expertise in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility. * Experience in integrating SFDC with Legacy applications (SAP, ACT) using Web Services API. * Extensive experience in customizing the User Interface of Salesforce CRM using Apex Programming, Custom Controllers, Visual force, CSS and Omni script, JavaScript. * Experience in customizing Data model of Salesforce.com CRM using Workflows, Triggers, Validation Rules, and Approval Processes. * Proficient in using tools like Force.com IDE on Mac and PC environment. * Extensive experience in customization, configuration, Eclipse IDE, Apex, Visualforce pages. * Experienced in defining custom formulas and creating validation rules to suit the needs of the data model and ensure data quality. * Configured the Mule process for fetching the data from topic and makes web service calls to the middle tier Mule ESB for processing. * Worked on MULE API manager and RAML (RESTful API modeling Language). * Hands-on experience with development tools like Force.com IDE, Force.com Explorer. * Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard. * Experience in creating and customizing websites using CMS WordPress, Joomla, and Drupal and integrating them with Salesforce CRM for generating web-to-leads and web-to-cases. * Experience in Requirements gathering experience Conducting User Interviews, and preparing functional documents like Use Cases, Software Requirements Specifications (SRS). * Worked with the Financial service cloud to integrate the business model and to increase the productivity. * Used the salesforce marketing cloud connector v5 to connect multiple salesforce Orgs. * Provide architectural and big-picture oversight for development of client implementations on the Commerce Cloud platform. * Understand Commerce Cloud technologies and troubleshooting practices to ensure successful resolution of Commerce Cloud product issues. * Full SDLC designing and implementing Salesforce or other CRM platforms (Siebel, Oracle, Microsoft), and/or CPQ, Apttus, Steel brick technologies. * Experience with APPTUS CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. * Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework. * Worked in all phases of Software Development Life Cycle (SDLC) of Salesforce.com implementations. * Interacted with Customers in requirements gathering, brainstorming sessions, preparing, BRD, Technical Solution Design (TSD) for Salesforce.com implementations. * Delivering service everywhere through Field service lightning, omni Routing, Social Customer Service. * Experienced in Business Analysis working closely with Business & Support Units and have experience in using Object Oriented software development (OOD) methodologies like XP-Agile, Rapid Application Development & Test-Driven Development. * Configured various channels such as Voice (IVR call flow setup), Chat, Email, SMS, Open CTI integration with CIC 4.0 and Salesforce CRM application.   **Certifications**  SALESFORCE CERTIFIED ADMINISTRATOR (ADM 201)  SALESFORCE CERTIFIED PLATFORM DEVELOPER 1 (PD1)  **Education**  2015-Masters (Computer science), Northwestern Polytechnic University, USA  2009-Masters (Computer science), Sheffield Hallam University, Sheffield, UK  2008- Bachelor’s in technology – Jawaharlal technological university, INDIA |  |

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