**Nagaraju**  ****

**SALESFORCE DEVELOPER/ADMINISTRATOR**

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**Professional Summary:**

* Over **7+ years** of IT experience in the **Salesforce.com CRM** Platform both as Administrator and Developer.
* Experienced in **Administration,** **Configuration**, **Customization** and **Support** of SFDC as per the customer requirements.
* Experienced in SFDC Configuration & Maintenance activities that include **User Management, Role hierarchies, Permission Sets, Security, Profiles** and **Sharing rules**.
* Expertise knowledge on Administration Setup, **Apex**, **Visual Force** and experience with different SFDC development tools like **Force.com, Eclipse IDE** and integration tools like **Apex Data Loader**.
* Software Development Tools, Methodologies & Environments: Rapid Application Design (RAD), Toad for Oracle SQL, PL/SQL., Stored Procedures, Serena Dimensions, GitHub, Business Objects, Captiva, Documentum, Docusign, Rightfax, Exstream, Jenkins, **Vlocity**, Salesforce.
* Conducted Gap Analysis on **Vlocity** Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Proficient in all phases of SDLC like **Requirements Gathering, Analysis, Design, Development, Testing and Deployment.**
* Demonstrated experience in all common configuration tasks in **Sales** and **Service Cloud.**
* Experience in moving code from lower **Sandboxes to Production** environments and addressing issues related to Functionality, Integration, and Deployment.
* Design and Develop customer solutions in **Vlocity, Visualforce, Apex, CSS, Javascript** and other technologies
* Extensive experience in designing of **Custom Objects**, Custom Fields, Picklist, Role Based Page Layouts, Workflow Alerts and Actions, Workflow Approval, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report Folders, Report Extractions to various formats, Design of **Visual Force Pages**.
* Experience in developing **Apex Classes**, **Triggers**, **HTML** and **JavaScript**. Familiar with **AJAX**
* Experience with **Data Manipulation, Cleaning**, and **de-Duplication**.
* Worked on **Data Migration** for Migrating data from one application to Salesforce using Apex Data Loader.
* Excellent understanding of **Salesforce.com Sales Cloud, Service Cloud, Chatter and Force.com**

Product offerings.

* Expertise in diverse facets of business analysis including **Requirement gathering**, **Project Management**, **Change Management**, **Release Management** and **Configuration** **Management**.
* Administration experience on CRM Applications like **Data** **Exports** & **Imports**, Application Support, **Security** **Administration** and **Maintenance.**
* Extensive experience in lead, **Case Management**, **Web-to-Lead, Web-to Case, Email-to-Case**.
* Strong background in SDLC concepts, iterative software development and expertise in **Agile**/**Scrum** and **Waterfall** Methodologies.
* Experienced in reviewing and documenting **Business Requirement Documents** (BRD) and **Application Process Documents** (APD).
* Customized existing Visualforce to align with salesforce new **Lightning** UI experience.
* Experience in CRM and ERP application Integration with legacy systems
* Expert in **Salesforce CPQ** (Steelbrick); strong experience in configurators, product rules, pricing rules, advanced approvals, option constraints.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
* As a developer created the **Unit Test Cases** and reviewed the tester test scenarios based on the functionality.
* Worked on various defects which was raised during SIT and User Acceptance Testing (**UAT**).
* Excellent analytical, **de-bugging Skills** and documentation skills.
* Strong knowledge about **Sales cloud, Service cloud, Marketo configuration** and customization and good understanding with Client/Server architecture, Object - Oriented design techniques and web application design.
* Highly proficient with **Sales Cloud, Service Cloud, Service Max web service, Force.com, Community Portal, Chatter, Knowledge One and App-exchange on Sales force.**
* Proficiency in **Installing App Exchange Applications.**

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Visualforce Pages, SOQL, SOSL, S-Controls, Dashboards, Report, Visualforce Component and Controllers, Salesforce Lightning. |
| **Force.com Tools** | Force.com Eclipse IDE, Apex Data Loader, Apex Explorer, Force.com Migration Tool, Excel Connector and AJAX Toolkit, JIRA, Workflow Rule. |
| **Language** | C, C++, Java, HTML, XML, C#, JavaScript. |
| **Platforms** | UNIX/Linux, Windows 2000/XP Pro/ Vista |
| **Office Tools** | MS Visual Source Safe, MS Visio, MS Office |
| **Web Technologies** | ASP.NET, ADO.NET, Web Services, Application Server |
| **Database** | Microsoft SQL Server 2000/2005, Oracle 8i/9i/10g, SQL& PL/SQL |

**Professional Summary:**

**Client: Fijitsu, Richardson, TX March 2019- Present  
 Role: Salesforce Admin/Developer**

**Responsibilities:**

* Worked on doing new implementations and making enhancements to **SFDC application** required by business users from time to time.
* Involved in Salesforce.com **Application Setup** activities and customized the apps to match the functional needs of the organization.
* Worked on various salesforce objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* **Created Custom Objects, Junction objects** and defined lookup and **master-detail relationships** on the objects.
* Created Lightning Process Builder, Workflows, Formula Fields, and Validation Rules as per business flow.
* Created Lightning components, Apps, Pages and Configured Salesforce Lightning **SF1 Mobile App**.
* **Designed, developed and deployed** Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Worked with **Apex Scheduler** to invoke **Apex classes** at regular intervals.
* Worked on supporting cases in the following areas: **Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.**
* 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 organization's need.
* Worked on SFDC Integration using **Web Services, Apex Programming, Salesforce.com Sales cloud, and Service Cloud and Community cloud.**
* 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.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Worked on **REST-Full micro services Sales cloud** hosted for legacy and future applications.
* Worked on SOQL and SOSL statements in Triggers using **Workbench**.
* Created complex workflows and Approval processes and administered the overall configuration, user management, customization, design and layout, data management, App Exchange and functionality of **Salesforce CRM**
* 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.
* Involved in **Unit Testing,** for the customizations and developments done during the project.
* Resolve the Cases and support the team on urgent bases, implementation and working with **Real Time Troubleshooting**
* Build CPQ Quoting & Product configuration, pricing for Fortinet. Customer has a large family of product with many dependent components and were adding product at individual SKU level.
* Integrated with Salesforce by using **Marketing cloud** connector (V5).
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Involved in all phases of **Software Development Life Cycle** (SDLC) starting from requirements Gathering and Design.
* Implemented Data Loader to load data from **Marketing Cloud to Service Cloud.**
* Experience in troubleshooting **REST,** **SOAP** and other schema errors from external **WSDL** files.
* Implemented **Email-to-Case**, **Web-to-Lead**, and **Web-to-Case** according to the functional requirements.
* Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on **Service Cloud solutions**.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in **Lightning App builder.**
* Enhanced in Communities by adding new fields, field sets using Salesforce Lightning.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with **Lightning**.
* Partnered with business unit to design and build data integration processes (Java/Spring, Salesforce **REST web services, Vlocity DataRaptor** app, etc) and loading of initial groups of customers/affiliates.
* Implemented and migrated 20+ modules from IBM ESB to **Fuse** ESB.
* Designed and implemented custom **Vlocity Omniscript** pages for customer information.
* Used Sales **Wave analytics** app with salesforce to perform other integrations and customizations.

**Environment**: Eclipse IDE, Salesforce.com, Force.com Sandbox, S-Controls, Import Wizard, Apex, XML, JavaScript, Web Services API, SOAP, Controllers, Lightning, Marketing cloud, Sales cloud,Sharing Rules, Visual Force Pages, Workflows, Email Updates, Email Services, Batch Apex Interface, Vlocity, Custom Tabs, Security Controls, HTML, FUSE, Approvals, CRM,Apex Data Loader, Lightning Application,Salesforce CPQ, Reports, Dashboards.

**Client: Fitch Ratings, New York City, NY July 2018-Feb 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with stakeholders to get a better understanding of client business processes and gather business requirements for business process analysis and management of **sales cloud.**
* Performed the roles of Salesforce.com Developer and Admin in the organization.
* Worked on extending standard Sales Cloud objects like **Accounts, Contacts, Leads** and **Opportunities.**
* Developed Visualforce pages using **HTML5, CSS.** Used **SLDS** to design the pages.
* Developed and configured various **Reports** and **Report Folders** for different user.
* Created and maintained the documentation for **Design,** **Migration** and **Integration.**
* Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with **marketing cloud.**
* Integrated custom HTML pages, AMP Script to capture Data directly into Salesforce using **Marketing cloud** Journey builders and mass email campaign blast.
* Involved in deploying applications from **Sandbox** to **Production**
* Used **Eclipse Force.com IDE** and Developer Console to develop the functionality and committed the code to the SVN version controller after development.
* Used Rally **CA Agile Central system** to track the day-to-day activities and updated the tasks on daily manner.
* Created **email templates** and inbound emails using **Visual Force** for clients and customers.
* Managing subscriber data, import and segmentation using a combination of Salesforce Marketing Cloud tools and database queries Used automation studio for performing actions such as imports, extracts and **SQL query** activities.
* Created journeys and implemented marketing campaigns using **marketing cloud** tools like Journey Builder, Email Studio and **Automation Studio**. Developed and deployed A/B testing strategies to roll out the control version to be used in the final email campaign.
* Developed **Apex classes** and **Triggers** according to the functionality and maintained the code coverage above 85 percent for the classes and triggers in developer sandbox.
* Worked on **Validation Rules**, **Workflows** and **Approval Processes**, **Page Layouts**, **sharing rules, Profiles, Creating Roles**.
* Worked on **Process Builder** and **Workflows** to automate the business process.
* Performed **Lead Conversion** into accounts, contacts, and opportunities.
* Administered **Salesforce CRM applications** for Sales, Marketing and Support Departments. Involved in creating multiple analytical reports, with varying degree of complexity.
* Developed various **Custom Objects, Tabs, Buttons, Components, Visual Force Pages, Controller’s, and Apex Triggers** for various functional needs in the application.
* Used **Data loader** for all data adding, updating, and deleting, exporting data.
* Load/Manage the data using **Apex Data Loader** and **excel Connector**.
* Using Apex Data Loader and **Import Wizard** for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Worked on **Salesforce CPQ (Steel brick)** pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule
* Developed **UI/UX** changes for better user interface using Salesforce **Lightning** Design system.
* Worked on **SOQL & SOSL** query editor and Rest explorer using Translation Workbench and also performed **insert, update, upset**, and delete actions on records.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for **Lightning Experience**, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications **in Lightning** Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Created **CPQ** process using **Apptus CPQ** and CL AppExchange tool in Quote.
* Integrated **Apptus CPQ** and CLM applications and automating processes on Salesforce platform
* Coding of HTML emails and landing pages using **Exact Target Marketing** **Cloud** Services proprietary scripting language (i.e. AMP Script) as well as automation and database tools to execute highly dynamic, data-driven campaigns.

**Environment**: Salesforce.com platform, Agile Central, LDS, Apex Language, Visual Force Pages, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports, Report Types, Marketing cloud, Sales cloud, Record types, Custom Objects, Tabs, Email Services, Security Controls, HTML, Lightning Application ,Salesforce CPQ, Vlocity, JavaScript, Eclipse IDE Plug-in.

**Client: Molina Health Care, Long Beach, CA Sep 2017- June 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed various **Web Pages** in **Visual Force** for capturing various customer enquiries.
* Synchronized with the business process review meetings and multiple teams for ascertaining **standardized workflow processes.**
* Responsible for creating various **Custom Objects, Tabs, Components** and **Visual Force Pages** and **Controllers.**
* Created **Formula Fields, Validation Rules, Workflow** and **approvals** for the flexibility and functionality of force platform application.
* Experience working across various **SFDC implementations covering Sales Cloud,** Service Cloud, Marketing Cloud, Community Cloud and App-Exchange applications.
* Implemented and maintained Salesforce service cloud and sales cloud, built custom solutions with apex and visual force, which supports most critical processes and workflows.
* Worked with **Force.com Developer Toolkit** including **Visualforce Pages, Apex Classes, Apex Controllers** and **Apex Triggers** to develop custom business logic.
* Involved in **Data Mapping** and migration of data from legacy systems to Salesforce.com Objects and fields.
* Implemented **Case Management Automation** to track and solve Customer's Issues.
* Extensively used **HTML tags, Frames** and **CSS** (Cascading Style Sheets) to maintain uniformity in the Web pages.
* Written **SOQL** queries against force.com **API**.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Strong experience in working with **Security framework, Dashboards** and **Reporting Modules.**
* Configured and Maintained the **Sandbox Environment** for easy collaboration of Development.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Apex Language, Triggers, CRM,Visual Force, Force.com platform, Custom Objects, Custom Tabs, Email Services, Import Wizard, Security and Sharing, Data Loader.

**Client: Daimler Financial Services, Farmington Hills, MI Oct 2015- Aug 2017**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Moved the tables like **Opportunities,** **Accounts** and **Contacts** to the Salesforce CRM Standard objects.
* Worked on maintaining the functional areas of **accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.**
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components**.
* Written **SOQL queries** against force.com API.
* Used Force.com **Eclipse IDE plug** to develop the classes and triggers.
* Developed different **Visual Force Pages** to suit to the needs of the application using different Visual force components.
* Using **Apex Data Loader** mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and **migrating** components or applications within the organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Coded **APEX triggers** and **s-controls, created rule** based automated workflows.
* Created **Formula Fields, Validation Rules, Workflow** and approvals for the flexibility and functionality of force platform application.
* Manage users, **Public Groups, Profiles,** and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce **CRM cloud computing model.**
* Used the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Worked on various Salesforce.com **Standard objects** like Accounts, Contacts, Opportunities, Leads, and Campaign.
* Created various **Custom objects**, **Tabs**, **Workflows**, **Reports**, **Apex triggers** and validation rules for the application.
* Created **Email templates** in Text, HTML and Visual Force necessary for the application.
* Analyzed and Created **Custom Profiles** as required for the business needs and implemented **Object level, Field level and Record level security**
* Developed workflow rules, validation rules, approval processes and customizations within Salesforce.com
* Facilitated and led group discussions to elicit requirements in **Joint Application Development** (JAD) sessions by communicating with documented business requirement document working prototype and work flow diagrams.
* Deployed, configured and supported the prototype application for its demo /UAT for various line of business from various cities, prepared deck for **UAT** & gathered feedback and followed up with further updates on the prototype and **related documents**.
* Primarily involved in developing use case document for the application, **traceability matrix** , **system requirement specification** (SRS) and presentations for proposed solutions
* Defined various **Validation rules** to validate the data in the application.
* Customized **Page Layouts** for Salesforce.com Standard and Custom objects.
* Created **custom report** types and generated report using the report types.
* Good experience in Salesforce.com Configuration of roles, **profiles**, user accounts, implemented **role hierarchies**, **sharing rules** and **record level permissions** to provide shared access among different users.
* Experience in working with Development team for solving the gaps in Business requirements.
* Used **Data loader** for all data adding, updating, and exporting data
* Experienced working with **data migration** using Salesforce data loader from legacy system
* Supported and enhanced existing Force.com based applications
* Involved in the **product testing** and training for customer service team
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.

**Environment**: Apex Data Loader, SOSL, MS Excel, Work Bench, Visual Force Pages, Salesforce CPQ ,Sandbox, Service Cloud, HTML, DML, RNT, App Exchange and Salesforce Chatter, MS Visio, HP ALM, JIRA.

**Client: CMC Limited, Hyderabad, India Jun 2012- Nov 2014**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Interacted with users to understand complex business requirements and **documented** the requirements.
* Experienced in **designing, developing** and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Created productive documents which will be used by rest of the team to have better understanding of **Salesforce.com CRM**.
* As a part of Administrative Tasks Created **custom objects, custom Fields, Validation Rules,** and **formula fields.**
* Created **Visualforce pages, Apex Triggers, Apex Classes, Test Methods** and **Workflows.**
* Developed **SOQL query** to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Deploy using **Force.com IDE tool,** Change sets and Eclipse for sandbox to production environments.
* Developed **scripts** to load forecast data from salesforce.com.
* Created technical design document and functional design documents as per business requirement.
* Developed integrations to integrate data from Salesforce.com using **SFDC APIs.**
* Created Page Layouts to **organize fields, custom links, related lists**, and other components on record pages.
* Implemented various advanced fields like **Picklist Fields, Master-Detail Fields, Custom Formula Fields**, and defined Field Dependencies for custom picklist fields.
* Worked with Security **like sharing model, data structures, data modeling**, & database schema is required.
* Wrote **Case Escalation Rules** to escalate cases depending on the time frame and difficulty of the case issues.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

**Education:**

Bachelors in Information Technology in Vignan University, 2012.