**SAI CHARAN REDDY VENNA**



***(Salesforce Developer)***

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**PROFESSIONAL SUMMARY:**

* Around 10 years of total IT industry experience in which 6 years of experience on salesforce.com involves working on configuration, customization, integration, communities, deployment and classic to lightning migration, creating lightning components, LWC, using lightning locker services, 4 years of experience on JAVA.
* Extensive experience using Salesforce Administration (SFA)- Customization, Profiles, Permission Set, Roles, Organization-Wide Default, Sharing rules.
* Experience in working with Salesforce developer toolkit (Apex, Visualforce, force.com IDE, SOQL and Web Services/ Metadata API).
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Good knowledge on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions and lightning components.
* Built Customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Involved in building Lightning Web Components Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Worked in developing various lightning web components, events and Applications
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Extensively worked on the lightning web components (LWC).
* Worked on Service Console Lightning application which contains multiple number of Lightning web components (LWC).
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* I configured product and pricing setup using CPQ/Product consoles Formatted and migrated the user data into Lightning Experience. Tested the Lightning components.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Lightning components and design Parameters from lightning Design systems (LDS) Customized lightning Components were built using JavaScript on the client side and apex on server side.
* Used refined global search in Lightning, by developing Apex classes and Controllers.
* Experienced using a Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Worked on Lightning for sales cloud service on Leads, Task, Activities.
* Developed lightning components framework and some tools for developer’s males it easier to build responsive applications for the force.com platform.
* Developed Lightning App Builder can help you build responsive apps that display on any device, as well as custom pages for Lightning Experience.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.

**EDUCATION:**

* Bachelors of Technology in Mechanical Engineering, India.

**CERTFICATIONS:**

* Certified Salesforce Platform Developer-1.
* Certified Salesforce Platform Developer-2.
* Certified Salesforce Sales Cloud.
* Certified Salesforce Service Cloud.
* Certified Salesforce Administrator.

**TECHNICAL SKILLS:**

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| **Salesforce CRM** | Apex Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap), Jitter bit, |
| **Force.com Tools** | Developer Console, Force.com IDE, Visual Studio. Force.com Explorer, Workbench, Data Loader, Eclipse. |
| **Web Technologies** | JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2. |
| **Versioning** | Git, SVN, Bit bucket |
| **Programming Languages** | C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex. |
| **Web/Application Servers** | Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS. |
| **Operating Systems** | Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix. |

**WORK EXPERIENCE:**

**Client: credit Suisse, Raleigh. | May 2021 to till now**

**Role: Salesforces Lightning Developer**

**Responsibilities:**

* Optimizing and enhancing Salesforce CRM platform, process clean up like consolidating works to process builder and flows, decommissioning workflows, apex classes, executing SOQL for data validation
* Leading and single-handed migrating Salesforce Classic to Lightning user interface.
* Designing, and developing pick lists, dependent picklists, lookups, look up filters, master detail relationships, validation rules, roll up summary field and formula fields on custom objects
* Customizing objects, tabs, page layouts, field and record level and field level security, permission set, sharing rules
* Streamlining the approval process across multiple organization’s department likes claims, packaging, damages
* Engaging with the business executives and stakeholders to gather business and user requirements
* Generating custom reports, dashboards and analytic snapshot for different line of business on Standard and Custom objects and implemented Dashboards specific to user’s department and profiles
* Setting up customer portals and communities and administrating and creating custom dashboards for community managers
* Writing data validation rules and formulas as per business requirement and creating workflow rules to automate tasks, email alerts, field updates and time-dependent actions
* Developed, implemented and maintaining multiple Lightning and Classic apps for various line of business and configured Salesforce mobile app for customers and partners.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Configured and implemented 3 customer community and 2 partner community portals for vendors and business partner organization
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Maintaining Production and Sandbox with regular updated, back up in Salesforce DX using VS Code
* Implemented custom my domain and multifactor authentication for data security, and Salesforce-Gmail integration
* Creating technical and functional documents training videos and user manuals for users, hosted in google classroom as per organization’s standards for existing and new on-boarding users
* Updating Salesforce.com from QAD ERP with Items, Item Price, Invoice History and Claims in Quick Sense

**Environment:** Salesforce.com Platform, Aura, Lightning Experience, Lightning Web Components, Apex classes and Controllers, Data Loader, REST, SOQL, SOSL, Scrum, Sales Cloud, Service Cloud, Custom objects, Custom fields, Web Services, Oracle, Visual Studio, Change Sets, Windows

**Client: REI Systems Inc. |Aug 2019 to Apr 2021**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Escalation Opportunity, Escalation Products, Opportunity Case according to the Business needs.
* Executed workbench and data loader to verify Product/Pricing staging data in SFDC/CPQ.
* Experience with APPTUS CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Provide training and coaching in the use of CPQ CRM systems. Identify training and development gaps and create plans to address.
* Implemented Quote to cash solution using Apttus CPQ and salesforce integration for automating quoting, contracting and billing process.
* Involved in CPQ design and mapped to the salesforce custom objects and involved in Apttus Advanced workflow approvals.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management and Apttus Configure Price Quote (CPQ).
* Experience in Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Experience in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Experience in configure price quote (CPQ) app such as Apttus.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Created integration with Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in Steel Brick CPQ (Configure, Price& Quote) design mapping to the Salesforce custom objects including Apttus Advanced Workflow Approvals.
* I also worked on Steel brick CPQ Workflow approvals, and created constraint rules and validation rules for the implementation of pricing and business rules on the Cart page.
* Experience in configuring price quote (CPQ) with Sales Force.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Worked in Sales Cloud and its add-on called CPQ which starts where Sales cloud ends to optimize and fasten the completion of the deal.
* Design, develop and implement solutions for the Salesforce/Apttus CPQ/CLM system deployed on the Salesforce platform.

**Environment:** Saleforce.com platform, APEX Language, Marketo, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Lightning, LWC, REST API, SOAP API, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Force.com IDE.

**Client: Cerner Corp Kansas City, Chicago, IL. | Mar 2018 to Jul 2019**

**Role: Salesforces Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Admin and Developer in the organization.
* Analyzed the business requirements and mapped to Salesforce. Created user Roles and Profiles, security controls and sharing settings.
* Dealing with Customer Acquisition and customer retention and worked with various SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud and Communities.
* As a part of the marketing cloud implementation worked with email studio and Social Studio.
* Marketing cloud implementation, automation of lead process.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Developed several Visualforce pages to support data collection from practices.
* Worked on SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter & App-exchange applications.
* Experience supporting Service Cloud features like Cases, Entitlements and Creating Escalation rules for different customer support group.
* Developed Apex Classes, Visualforce pages and Apex Triggers to develop the custom functionality as per the requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the accuracy of the data.
* Worked on Apex classes, controllers, controller extensions.
* Created Visualforce pages and Visualforce components to achieve custom functionality.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Used Apex data loader to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Agile, Salesforce.com platform, Service Cloud, Marketing Cloud, Apex Language, Chatter, Visual Force Pages, Data Loader, Custom Settings, Email Services, Web Services API, Workflow & Approvals, Custom Objects, Sandbox data loading, Apex data loader, Microsoft Excel, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**Client: Pfizer, New York. | Sep 2016 to Feb 2018**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Involved in identifying, planning and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
* 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 several Triggers, Apex Classes and Visual Force Pages as a part of an 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 the processes.
* Created various RAML resources to implement REST Based APIs as a part of project implementation.

**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, Web Service integration, Metadata API, SaaS/PaaS.

**Client:** **Reinsurance Group of America, Chesterfield, MO, USA |Oct 2013- Aug 2016**

**Role: Java Developer**

**Responsibilities:**

* Designed and developed application in n-tier fashion as per struts based MVC architecture using Servlets.
* Scripting of Test cases based on the Specifications received for the request.
* Responsible for Coding using JSP, Java Servlets, Spring MVC and XML.
* Data Modeling – logical and physical models
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis
* Understand the business aspect of the application and converted into requirements document.
* Create POC for first time patterns and vendor integrations.
* Code review with the developers and delivery team
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Worked on Eclipse as the development environment using CVS version controller
* Called Stored procedures in Oracle using callable statements in JDBC
* Used ANT tool to build and deploy application on Tomcat Server.

**Environment: SQL**, PL/SQL, DB2, Apache Tomcat, XML, CSS, Windows XP, Linux, Struts, EJB, Java/J2EE coding, J2EE patterns, Angular JS, JDBC, Spring, Tomcat.

**Client: Dhruv soft Services Private Limited - Hyderabad, India. |Aug 2012-Sep 2013**

**Role: Java Developer**

**Responsibilities:**

* Used Struts Framework to implement MVC design patterns.
* Extensively used AJAX, Java Script to dynamically load various parts of the web page to improve the performance of the project.
* Plugged in the prototype.js with the application to use the Prototype Framework for java script coding
* Extensively used the CSS (Cascading style sheet) to design the front-end pages (web pages).
* Used JAXB to process XML data
* Developed UI screens using HTML, JSTL, custom Taglibs, JSF, expression language and standard action tags.
* Developed JSP’s, Action Classes and struts.xml for action mappings to build the controller.
* Used Struts Tiles for creating the reusable tile templates for the web pages.
* Used Struts Validator for both client side validations and server side, JavaScript validations are also done.
* Generated the client code using the Apache Axis jar for the given WSDL document.
* Written DAO and Delegate Classes to call Oracle Stored procedures.
* Used CVS (version control) for source configuration management.
* Responsible for managing the bugs using Quality Center.

**Environment:** Java, JSP, Servlets, Struts Framework, Hibernate, Taglibs, J2EE, AJAX, JavaScript, Prototype.js, Html, CSS, Rapid Application Development (RAD), Web Services, WebSphere, XML, Oracle, CVS (version control), Log4j, Windows NT.