**VIKRANTH VAKATI**

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**PROFESSIONAL SUMMARY**

* Around 5 years of experience in Salesforce.com CRM platform as a Developer and Administrator.
* Extensive experience with Administration, Configuration, Implementation, Development and Production Support events on Salesforce.com Platform using Agile/Scrum methodologies.
* Salesforce Certified Administrator, Salesforce certified Platform Developer 1, Certified Copa do Administrator.
* Well versed in understanding and analyzing of Salesforce CRM Automation business processes.
* Expertise in various administrative tasks involving designing of Custom Objects, Fields, Workflows, Role based Page layouts, Approval processes using standard wizard with multiple steps, Reports and Dashboards to help higher managers and business to better understand the important analytics and stats of the project.
* Customization of standard objects like Campaigns, Accounts, Contacts, Leads, Opportunities as per business requirements.
* Extensive work experience using Force.com Web services API for implementing web services in the application for access to data from different users.
* Developed and deployed various Force.com Apex classes, Triggers, Test classes for unit testing, Batch Apex, Schedulable jobs and Visualforce pages.
* Skilled in implementing Apex classes, Visual Force Pages, Apex Components **and Controllers, Triggers, Test Methods and writing SOQL/SOSL queries.**
* Experience in creating **Partner Communities** and customizing user interface to enhance user experience.
* Good knowledge in **SDFC implementation and customization** and in-depth understanding of SDFC CRM business processes like Lead Management, Account Management and Case Management.
* Working knowledge in **Security Controls, Manage Users, Data Management (Data Loader, Import Wizard), Data Migration and managing Sandbox Environments.**
* Hands on experience in building **Schedule Apex, Batch Apex, SOQL, SOSL, SOQL Aggregate functions and AJAX.**
* Proficient with **Sales Cloud, Service Cloud, Force.com**, Chatter collaboration and App-exchange on Salesforce.com
* Expertise in generating reports, customized reports and analyzing the data in Salesforce.com.
* Good experience in working with **REST API** and with Web services for handling requests and API.
* Strong written and verbal communication skills.
* Extensive experience in writing and deploying code through sandbox and maintaining code coverage and test methods.
* An effective team player, self-motivator, quick learner with strong problem-solving, communication and presentation skills.

**EDUCATION**

**Master of Science: Business Analytics** **May 2018**

Texas A & M University– Commerce, Texas

GPA – 3.928

**PROFESSIONAL EXPERIENCE**

**Rhode Island, Plano, TX July20-Present**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved in identifying, planning, and implementing new **Salesforce.com features** and **functions,** **new screens, workflow, force.com objects, reports, flows** to meet business requirements.
* Created user **Roles** and **Profiles, security controls** and **shared settings.**
* Developed **Custom Objects, Custom reports** and configured Analytical Snapshots to dump the data into on a regular basis.
* Worked on various Salesforce standard objects like **Accounts, Contacts, Leads, Case, and Opportunities, Reports and Dashboards.**
* Implemented **field level security, profiles, and system audit trail setup.**
* Working Knowledge on **Health Cloud** and implemented the **Communities** from scratch.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviors of the detail object, respectively.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API and Web Services. Developed various custom Objects, Tabs, Components and Visual Force pages and Controllers.
* Developed **SOQL** and **SOSL** queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Responsible for setting up web service integrations.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS).
* Created Aura based Components, Attributes, 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.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Performed the role of Business Analyst interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Leading testing effort, test   plans, and test data preparation for System Integration and UAT testing.
* Interacted with various business team members to gather and documents   the requirement.
* Configured and used source control tool Git to maintain repositories for various releases.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Followed CI/CD process for deployments using **Gearset.**

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**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Lightening Components, Data Loader, App exchange, Service Cloud, HTML, Java Script, Apex Triggers, Web Services, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Customer Portals.

**Toyota, Plano, TX May’19-July20**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers** to suit to the needs of the application.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Working Knowledge on **Sales Cloud, Service Cloud** and Apex Programming on **Force.com Platform**.
* Developed **SOQL** and **SOSL** queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Responsible for setting up web service integrations.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System(SLDS).
* Created Aura based Components, Attributes, 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.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via Cloud.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Implementation of Salesforce Service Cloud from Business case to operation.
* Performed the role of Business Analyst interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Leading testing effort, test   plans, and test data preparation for System Integration and UAT testing.
* Interacted with various business team members to gather and documents   the requirement.
* Configured and used source control tool Git to maintain repositories for various releases.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Writing test classes and checking the code by having different profiles in these classes and making sure we are covering more than 80% lines of the apex classes before pushing them into the production
* Followed CI/CD process for deployments using **Copado**.

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**Environment:** Saleforce.com platform, contract management Apex Language, Visual Force (Pages, Component & Controllers), Lightening Components, Data Loader, IBM middle ware, App exchange, Service Cloud, HTML, Java Script, Apex Triggers, Web Services, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Customer Portals, Eclipse IDE Plug-in, Windows XP.

**Gilead, Foster City, CA Nov’18-Apr’19**

**Role: Salesforce Developer**

**Responsibilities:**

* 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.
* Created **user Roles and Profiles, security controls and shared settings**.
* Developed **Custom Objects, Custom reports** and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Worked on various Salesforce standard objects like **Accounts, Contacts, Leads, Case, Solutions and Opportunities, Reports and Dashboards.**
* Implemented **field level security, profiles and system audit trail setup**.
* Used **eclipse Force.com toolkit** for creating **Apex Classes** and **Apex Triggers** to develop custom logic and objects.
* Designed and developed **SFA** based Application on **Force.com Platform** in **Salesforce.com** environment with Apex programming language at backend and **Visual-Force pages** as user interface.
* Developed Apex classes along with Enabling Aura to make them available to **Lightening components.**
* Created various Lightning components and used them in the application as per the requirement.
* Used **Salesforce Lightning Design Systems (SLDS)** in order to develop the Lightning components.
* Worked with **SF Chatter** which helps the users to communicate with the organization easily and quickly.
* Developed complex **workflows and Approval processes** for automating business logic.
* Worked with **Integration and web services**.
* Integrated Salesforce with legacy systems using **Apex Web services** and **outbound messaging.**
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Created **workflows** like **Email alerts and field updates**.
* Supported the **data migration** activities for migrating the data from various business sources with the support of **Salesforce CRM**
* Developed and deployed **workflows** wherever necessary.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Integrated the web services by generating the necessary stubs from the **WSDL** files for extracting the data from the homegrown applications by using the homegrown web services
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application
* Created **Email templates and inbound Emails** using **Visual force** for the clients and customers.
* Developed **Apex Test Classes** with assurance of maximum code coverage.
* Created **custom components** to be used in **visualforce pages** and **visualforce email templates**
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Maintained data cleanliness and accuracy by adding **custom validation rules, custom formulas, reports and dashboards.**
* Worked extensively with the **QA** team for designing **Test Plan** and **Test Cases** for the **User Acceptance testing (UAT).**
* Experience working across various SFDC implementations covering **Service Cloud.**
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing **salesforce.com** maintenance and administration services including **custom objects, workflow**.

**Environment:** Saleforce.com platform, contract management Apex Language, Visual Force (Pages, Component & Controllers), Lightening Components, Data Loader, IBM middle ware, App exchange, Service Cloud, HTML, Java Script, Apex Triggers, Web Services, Workflow &amp; Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Customer Portals, Eclipse IDE Plug-in, Windows XP.

**Prolifics, Hyderabad, INDIA Nov2013 – Nov2015**

**Salesforce Developer and Admin**

**Responsibilities:**

* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities, other Standard Objects Reports and Dashboards.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other Components on a record detail and edit pages.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Extensive experience working on custom objects, custom fields, Pick list, and role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval
* Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats, Dashboards, and Email generation according to application requirements.
* Implemented restricted login hours, and restricted login IP ranges on profiles.
* Implemented field level security, profiles and audit trail setup.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Working with different aspects of Web Services (XML, WSDL, SOAP, and REST API) web integration with SFDC.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce Objects.
* Used it to read, extract, and load data from comma separated values (CSV) files.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Designed Visualforce pages with XML, HTML along with custom controllers and controller extensions.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed and configured various Reports and Report Folders for different user profiles
* Worked on Custom Labels and Custom Settings. Setting up different languages.
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, App exchange products, HTML, Java Script, Apex Triggers, Web Services, Workflows, Validations, Salesforce1, AngularJS, Bootstrap, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Salesforce Automation, Chatter, Customer Portals, sandbox and production environment, Integration, Agile/Scrum